

TASK ORDER

GSQ0014AJ0142

Former Task Order Number: GST0012AJ0003

Open Systems Hosting Services

in Support of:

**General Services Administration
Federal Acquisition Service
Office of the Chief Information Officer**

ISSUED TO:

Computer Sciences Corporation (CSC)

The Contractor's basic Alliant GWAC contract is applicable to this Task Order

ISSUED BY:

**General Services Administration
Federal Systems Integration and Management Center (FEDSIM)
2.100 Crystal Drive (QFOB)
Suite 800
Arlington, VA 20406**

FEDSIM Project Number 14066GSM

SECTION B – SUPPLIES OR SERVICES AND PRICES/COSTS

NOTE: The section numbers in this task order correspond to the section numbers in the Alliant Contract. Section B of the contractor's Alliant Contract is applicable to this task order and is hereby incorporated by reference. In addition, the following applies:

B.1 GENERAL DESCRIPTION

The work shall be performed in accordance with all sections of this task order and the offeror's Basic Contract, under which the resulting task order will be placed.

B.5 CONTRACT ACCESS FEE

GSA operating costs associated with the management and administration of this contract are recovered through a Contract Access Fee (CAF). The amount of the CAF is $\frac{3}{4}\%$, i.e. (.0075) of the total price/cost of contractor performance. Each task order issued under this contract shall have a separate Contract Line Item Number (CLIN) to cover this access fee, and this CAF shall be obligated at task order award. The following access fee applies to task orders issued under this contract.

GSA-issued Task Orders:

Orders in excess of \$13.3 million/year are capped at \$100,000 per order.

B.6 ORDER TYPE

The contractor shall perform the effort required by this task order on a Firm Fixed Price (FFP) for CLINs 0001, 0002, 1001 1002, 2001, 2002, 3001, 3002, 4001, 4002, 5001 and 5002, Cost Plus Award Fee for CLINs 0003, 0004, 0005, 1003, 1004, 1005, 2003, 2004, 2005, 3003, 3004, 3005, 4003, 4004, 4005, 5003, 5004, and 5005, and Not to Exceed (NTE) basis for CLINs 0006-0009, 1006-1009, 2006-2009, 3006-3009, 4006-4009, and 5006-5009.

B.7 SERVICES AND PRICES/COSTS

The following abbreviations are used in this price schedule:

NTE: Not To Exceed

CLIN: Contract Line Item Number

ODC: Other Direct Cost

CPAF: Cost Plus Award Fee

FFP: Firm Fixed Price

SECTION B – SUPPLIES OR SERVICES AND PRICES/COSTS

B.7.1 BASE PERIOD:

<u>CLIN</u>	<u>Description</u>	<u>QTY</u>	<u>Unit</u>	<u>Total Firm Fixed Price</u>
0001	(Tasks 1, and 2) FFP	2	Month	\$ 506,174.96

<u>CLIN</u>	<u>Description</u>	<u>QTY</u>	<u>Unit</u>	<u>Total Firm Fixed Price</u>
0002	Open Systems Hosting Task 3 (FFP)	2	Month	\$0.00

(CPAF LABOR)

<u>CLIN</u>	<u>Description</u>	<u>Estimated Cost</u>	<u>Award Fee</u>	<u>Total Estimated Cost Plus Award Fee</u>
0003	Labor -Task 4 and Task 5 (CPAF)	(b) (4)(b) (4)		\$40,648.26

(Optional Task 6)

<u>CLIN</u>	<u>Description</u>	<u>Estimated Cost</u>	<u>Award Fee</u>	<u>Total Estimated Cost Plus Award Fee</u>
0004	Infrastructure Modernization Labor -Task 6 (CPAF)	\$0.00	\$0.00	\$0.00
0005	IaaS Hosting (CPAF)	\$0.00	\$0.00	\$0.00

TRAVEL, TOOLS, and ODC CLINs

<u>CLIN</u>	<u>Description</u>		<u>Total Ceiling Price</u>
0006	Travel Including Indirect Handling Rate (b) (4)	NTE	\$5,000
0007	Tools Including Indirect Handling Rate (b) (4)	NTE	\$1,000
0008	ODCs Including Indirect Handling Rate (b) (4)	NTE	\$1,000
0009	Contract Access Fee	NTE	\$5,000.01

GRAND TOTAL BASE PERIOD CLINs:

\$558,823.23

SECTION B – SUPPLIES OR SERVICES AND PRICES/COSTS

B.7.1.1 OPTION PERIOD ONE:

<u>CLIN</u>	<u>Description</u>	<u>QTY</u>	<u>Unit</u>	<u>Total Firm Fixed Price</u>
1001	(Tasks 1, and 2) FFP	10	Month	\$1,242,948.19

<u>CLIN</u>	<u>Description</u>	<u>QTY</u>	<u>Unit</u>	<u>Total Firm Fixed Price</u>
1002	Open Systems Hosting Task 3 (FFP)	10	Month	\$1,256,654.54

(CPAF LABOR)

<u>CLIN</u>	<u>Description</u>	<u>Estimated Cost</u>	<u>Award Fee</u>	<u>Total Estimated Cost Plus Award Fee</u>
1003	Labor -Task 4 and Task 5 (CPAF)	(b) (4)	(b) (4)	\$4,488,642.78

(Optional Task 6)

<u>CLIN</u>	<u>Description</u>	<u>Estimated Cost</u>	<u>Award Fee</u>	<u>Total Estimated Cost Plus Award Fee</u>
1004	Infrastructure Modernization Labor -Task 6 (CPAF)	(b) (4)	(b) (4)	\$227,052.84
1005	IaaS Hosting	\$0.00	\$0.00	\$0.00

TRAVEL, TOOLS, and ODC CLINs

<u>CLIN</u>	<u>Description</u>		<u>Total Ceiling Price</u>
1006	Travel Including Indirect Handling Rate (b) (4)	NTE	\$14,200
1007	Tools Including Indirect Handling Rate (b) (4)	NTE	\$2,166,827
1008	ODCs Including Indirect Handling Rate (b) (4)	NTE	\$3,000
1009	Contract Access Fee	NTE	\$71,000

GRAND TOTAL OPTION PERIOD ONE CLINs:

\$ 9,470,325.35

SECTION B – SUPPLIES OR SERVICES AND PRICES/COSTS

B.7.1.2 OPTION PERIOD TWO:

<u>CLIN</u>	<u>Description</u>	<u>QTY</u>	<u>Unit</u>	<u>Total Firm Fixed Price</u>
2001	(Tasks 1, and 2) FFP	12	Month	\$ 1,036,449.45

<u>CLIN</u>	<u>Description</u>	<u>QTY</u>	<u>Unit</u>	<u>Total Firm Fixed Price</u>
2002	Open Systems Hosting Task 3 (FFP)	12	Month	\$ 1,665,080.69

(CPAF LABOR)

<u>CLIN</u>	<u>Description</u>	<u>Estimated Cost</u>	<u>Award Fee</u>	<u>Total Estimated Cost Plus Award Fee</u>
2003	Labor -Task 4 and Task 5 (CPAF)	(b) (4)	(b) (4)	\$5,641,455.34

(Optional Task 6 LABOR)

<u>CLIN</u>	<u>Description</u>	<u>Estimated Cost</u>	<u>Award Fee</u>	<u>Total Estimated Cost Plus Award Fee</u>
2004	Infrastructure Modernization Labor -Task 6 (CPAF)	(b) (4)	(b) (4)	\$306,265.17
2005	IaaS Hosting			\$2,180.00

TRAVEL, TOOLS, and ODC CLINs

<u>CLIN</u>	<u>Description</u>		<u>Total Ceiling Price</u>
2006	Travel Including Indirect Handling Rate (b) (4)	NTE	<u>\$10,000</u>
2007	Tools Including Indirect Handling Rate (b) (4)	NTE	<u>\$2,000,000</u>
2008	ODCs Including Indirect Handling Rate (b) (4)	NTE	<u>\$3,000</u>
2009	Contract Access Fee	NTE	<u>\$79,985</u>

GRAND TOTAL OPTION PERIOD TWO CLINs:

\$ 10,744,415.65

SECTION B – SUPPLIES OR SERVICES AND PRICES/COSTS

B.7.1.3 OPTION PERIOD THREE:

<u>CLIN</u>	<u>Description</u>	<u>QTY</u>	<u>Unit</u>	<u>Total Firm Fixed Price</u>
3001	(Tasks 1, and 2) FFP	12	Month	\$ 976,477.70

<u>CLIN</u>	<u>Description</u>	<u>QTY</u>	<u>Unit</u>	<u>Total Firm Fixed Price</u>
3002	Open Systems Hosting Task 3 (FFP)	12	Month	\$ 1,664,852.94

(CPAF LABOR)

<u>CLIN</u>	<u>Description</u>	<u>Estimated Cost</u>	<u>Award Fee</u>	<u>Total Estimated Cost Plus Award Fee</u>
3003	Labor -Task 4 and Task 5 (CPAF)	(b) (4)(b) (4)		\$4,055,807.15

(Optional Task 6)

<u>CLIN</u>	<u>Description</u>	<u>Estimated Cost</u>	<u>Award Fee</u>	<u>Total Estimated Cost Plus Award Fee</u>
3004	Infrastructure Modernization Labor -Task 6 (CPAF)	(b) (4)		\$774,708.60
3005	IaaS Hosting	(b) (4)(b) (4)		\$109,000.00

TRAVEL, TOOLS, and ODC CLINs

<u>CLIN</u>	<u>Description</u>		<u>Total Ceiling Price</u>
3006	Travel Including Indirect Handling Rate (b) (4)	NTE	<u>\$10,000</u>
3007	Tools Including Indirect Handling Rate (b) (4)	NTE	<u>\$2,000,000</u>
3008	ODCs Including Indirect Handling Rate (b) (4)	NTE	<u>\$3,000</u>
3009	Contract Access Fee	NTE	<u>\$72,884.68</u>

GRAND TOTAL OPTION PERIOD THREE CLINs:

\$9,666,731.07

SECTION B – SUPPLIES OR SERVICES AND PRICES/COSTS

B.7.1.4 OPTION PERIOD FOUR:

<u>CLIN</u>	<u>Description</u>	<u>QTY</u>	<u>Unit</u>	<u>Total Firm Fixed Price</u>
4001	(Tasks 1, and 2) FFP	12	Month	\$ 1,003,290.44

<u>CLIN</u>	<u>Description</u>	<u>QTY</u>	<u>Unit</u>	<u>Total Firm Fixed Price</u>
4002	Open Systems Hosting Task 3 (FFP)	12	Month	\$ 1,664,650.37

(Task 4 LABOR)

<u>CLIN</u>	<u>Description</u>	<u>Estimated Cost</u>	<u>Award Fee</u>	<u>Total Estimated Cost Plus Award Fee</u>
4003	Labor -Task 4 and Task 5 (CPAF)	(b) (4)	(b) (4)	\$ 3,690,748.35

(Optional Task 6 LABOR)

<u>CLIN</u>	<u>Description</u>	<u>Estimated Cost</u>	<u>Award Fee</u>	<u>Total Estimated Cost Plus Award Fee</u>
4004	Infrastructure Modernization Labor -Task 6 (CPAF)	(b) (4)	(b) (4)	\$195, 483.00
4005	IaaS Hosting			\$100,000.00

TRAVEL, TOOLS, and ODC CLINs

<u>CLIN</u>	<u>Description</u>		<u>Total Ceiling Price</u>
4006	Travel Including Indirect Handling Rate (b) (4)	NTE	<u>\$10,000</u>
4007	Tools Including Indirect Handling Rate (b) (4)	NTE	<u>\$2,000,000</u>
4008	ODCs Including Indirect Handling Rate (b) (4)	NTE	<u>\$3,000</u>
4009	Contract Access Fee	NTE	<u>\$66,000</u>

GRAND TOTAL OPTION PERIOD FOUR CLINs:

\$ 8,733,172.00

SECTION B – SUPPLIES OR SERVICES AND PRICES/COSTS

B.7.1.5 OPTION PERIOD FIVE:

<u>CLIN</u>	<u>Description</u>	<u>QTY</u>	<u>Unit</u>	<u>Total Firm Fixed Price</u>
5001	(Tasks 1, and 2) FFP	12	Month	\$ 1,064,306.84

<u>CLIN</u>	<u>Description</u>	<u>QTY</u>	<u>Unit</u>	<u>Total Firm Fixed Price</u>
5002	Open Systems Hosting Task 3 (FFP)	12	Month	\$ 1,592,985.69

(Task 4 LABOR)

<u>CLIN</u>	<u>Description</u>	<u>Estimated Cost</u>	<u>Award Fee</u>	<u>Total Estimated Cost Plus Award Fee</u>
5003	Labor -Task 4 and Task 5 (CPAF)	(b) (4)	(b) (4)	\$1,143,887.61

(Optional Task 6 LABOR)

<u>CLIN</u>	<u>Description</u>	<u>Estimated Cost</u>	<u>Award Fee</u>	<u>Total Estimated Cost Plus Award Fee</u>
5004	Infrastructure Modernization Labor -Task 6 (CPAF)	(b) (4)	(b) (4)	\$219,448.01
5005	IaaS Hosting			\$199,229.79

TRAVEL, TOOLS, and ODC CLINs

<u>CLIN</u>	<u>Description</u>		<u>Total Ceiling Price</u>
5006	Travel Including Indirect Handling Rate (b) (4)	NTE	<u>\$5,800</u>
5007	Tools Including Indirect Handling Rate (b) (4)	NTE	<u>\$1,333,173</u>
5008	ODCs Including Indirect Handling Rate (b) (4)	NTE	<u>\$2,000</u>
5009	Contract Access Fee	NTE	<u>\$42,130.33</u>

GRAND TOTAL OPTION PERIOD FIVE CLINs: **\$5,602,961.26**

GRAND TOTAL LABOR (FFP and CPAF) CLINs: **\$34,868,428.55**

SECTION B – SUPPLIES OR SERVICES AND PRICES/COSTS

GRAND TOTAL ALL CLINs: **\$44,776,428.56**

B.12 **SECTION B TABLES**

B.12.1 **INDIRECT/MATERIAL HANDLING RATE**

Tools (which will primarily consist of maintenance agreements) and ODC costs incurred may be burdened with the Contractor's indirect/material handling rate commensurate with forward pricing rate agreements and if such indirect/material handling rate is not included in the fully burdened labor rate.

B.12.2 **DIRECT AND INDIRECT RATES**

B.12.2.a **Direct Labor Rates**

All direct labor rates under this task order shall be established as ceiling rates. Labor categories proposed shall be mapped to existing Alliant labor categories. The term "ceiling rate" represents the maximum direct labor rates to be proposed and/or billed under this task order. These ceiling rates apply to cost reimbursable CLINs. The ceiling rates should anticipate the maximum technical expertise needed over the life of the task order and are not necessarily bound by current staff.

B.12.2.b **Indirect Rates**

All indirect rates proposed and billed under this task order shall be commensurate with the then current DCAA approved forward pricing rate agreement. Indirect rates include, but may not be limited to, indirect material handling rates, overhead rates, and general and administrative rates.

Travel, Tools, and ODC costs incurred may be burdened with the Contractor's indirect/material handling rate if one is entered in the Contractor's basic contract (Contractor to enter amount, but not to exceed the ceiling rate of the basic contract) and if such indirect/material handling rate is not included in the fully burdened labor rate. If no indirect/material handling rate is specified in the basic contract, no indirect/material handling rate shall be applied to or reimbursed on such costs.

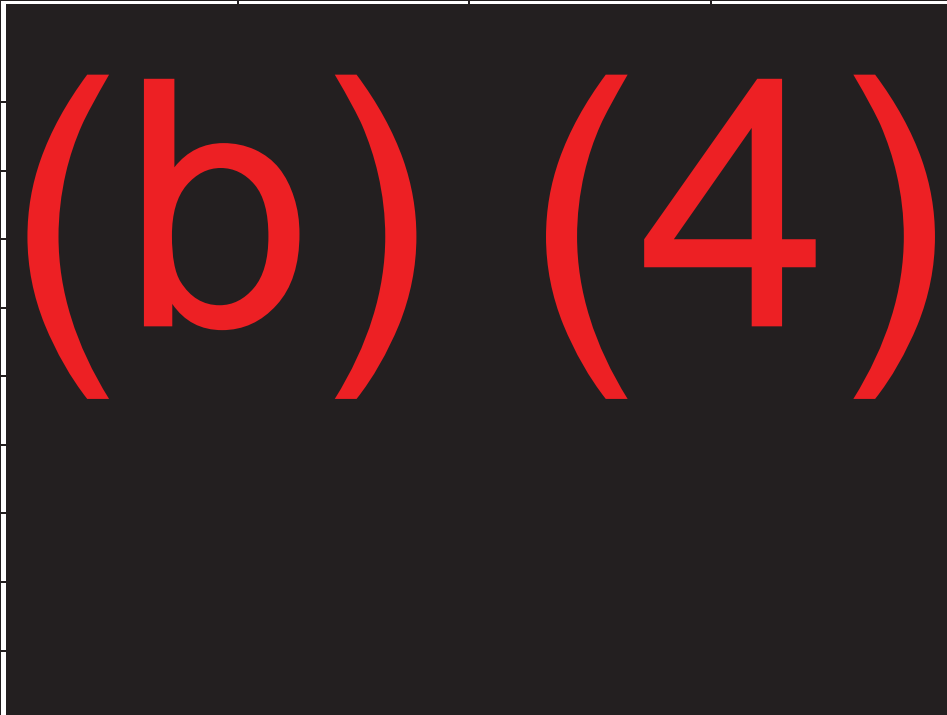
SECTION B – SUPPLIES OR SERVICES AND PRICES/COSTS

B.13 INCREMENTAL FUNDING

B.13.1 INCREMENTAL FUNDING LIMITATION OF GOVERNMENT'S OBLIGATION

Incremental funding for CLINs 4001-4009 is currently allotted and available for payment by the Government. Additional incremental funding for the remainder of the task award will be allotted and made available for payment by the Government as the funds become available. The estimated period of performance covered by the allotments of CLINs is from October 1, 2014, through September 30, 2015. The task order will be modified to add funds incrementally up to the maximum of \$44,776,428.56 over the performance period of this TO. These allotments constitute the estimated cost for the purpose of FAR Clause 52.232-22, Limitation of Funds, which applies to this task order on a CLIN-by-CLIN basis.

B.13.2 AWARD FEE CALCULATION TABLE

Award Fee					
<u>Year</u>	<u>Period</u>	<u>Months Covered</u>	<u>Available Award Fee Pool</u>	<u>Earned Fee</u>	<u>Unearned Fee</u>
Base Period and Option Year 1	1				
Option Year 1	2				
Option Year 2	3				
Option Year 2	4				
Option Year 3	5				
Option Year 3	6				
Option Year 4	7				
Option Year 4	8				
Option Year 5	9				
Option Year 5	10				

Calculations for the Award Fee Pool are referenced in Section J Attachment H; Award Fee Determination Plan

SECTION C – PERFORMANCE BASED STATEMENT OF WORK

NOTE: The section numbers in this Task Order correspond to the section numbers in the Alliant Contract. Section C of the contractor's Alliant Contract is applicable to this Task Order and is hereby incorporated by reference. In addition, the following applies:

C.1 PURPOSE

The General Services Administration (GSA), Federal Acquisition Service (FAS), Office of the Chief Information Officer (OCIO) requires information technology (IT) services to manage, support and administer its infrastructure. Infrastructure support services include those activities required to provide Data Center services, Networking and Storage capabilities, and a management framework referred to as Cross Functional IT Services.

FAS' goal is to modernize its IT infrastructure by transitioning to a technical framework that enables rapid response to emerging internet and technology trends and complex Government requirements. FAS also seeks to adapt its legacy applications to more cost-effective technologies e.g., cloud computing, Infrastructure as a Service (IaaS), and virtualization.

C.1.2 BACKGROUND

The FAS OCIO develops and manages applications and systems in support of FAS business lines and staff offices in accordance with policy established by the GSA Chief Information Officer.

GSA FAS currently hosts its open systems infrastructure in two contractor operated data centers and one FAS leased office facility. The specific characteristics of each facility reflect both FAS systems requirements and historical development. In all cases, FAS owns all server, peripheral, and network hardware and software installed in each site, and provides these as Government Furnished Property (GFP) to contractor personnel who conduct day-to-day operations, systems administration, and provide technical support to FAS and FAS stakeholders.

C.1.3 AGENCY MISSION

GSA's FAS assists Federal agencies throughout the world to acquire supplies, furniture, computers, tools, and equipment. The products and services offered to these Federal agencies include office equipment and supplies, laboratory equipment, paint, tools, hardware and software, copiers, furniture, vehicles, and an array of service contracts that support other critical requirements e.g., charge cards and financial management services. FAS Fleet provides vehicle services to Federal agencies, offering a modern fleet and timely replacement of vehicles, lower lease costs, professional maintenance management, and a selection of alternative-fuel vehicles. FAS also helps federal agencies dispose of items they no longer need by transferring them to other government agencies or nonprofit organizations or by selling them to the public.

GSA FAS provides best-value services, products, and solutions to customers that increase overall Government effectiveness and efficiency.

GSA FAS is organized into four primary business portfolios, six supporting integrator offices and 11 Regions.

SECTION C – PERFORMANCE BASED STATEMENT OF WORK

C.1.4 CURRENT IT/NETWORK ENVIRONMENT

GSA FAS currently has a contract with a single hosting and infrastructure provider that provides hosting services, to include operations and maintenance, administration, network, and related infrastructure service. GSA FAS owns and operates approximately 356 physical servers (identified below) that are located in multiple locations and hosting approximately 50 applications with 15 major applications. FAS is in the process of consolidating hardware components, so the number of physical servers will decrease over time.

The following is a listing of IT assets by location, type, and where they are hosted.

Asset Count	Location	Server or Other Component	Hosted at Government Data Center	Hosted at Contractor Owned Data Center
24	Arlington Computing Center (Dev/Test)	Linux	√	
37	Arlington Computing Center (Dev/Test)	Solaris 9	√	
2	Arlington Computing Center (Dev/Test)	Solaris 10	√	
81	Arlington Computing Center (Dev/Test)	Windows	√	
6	Arlington Computing Center (Dev/Test)	SAN Components	√	
11	Arlington Computing Center (Dev/Test)	Network Components	√	
2	Arlington Computing Center (Dev/Test)	Backup Components	√	
7	Crystal City Lab	Various IT Components 15 VMware instances.	√	
20	Sterling Production	Windows Servers		√
21	Sterling Production	Solaris 9		√
2	Sterling Production	Solaris 10 – M8000 containers		√
20	Sterling Production	Linux		√
19	Sterling Production	Network Components		√
3	Sterling Production	Backup Components		√
8	Sterling Production	SAN Components		√
8	Chicago Production	Linux		√
16	Chicago Production	Solaris 9		√
1	Chicago Production	Solaris 10 – M8000 containers		
7	Chicago Production	Windows		√
8	Chicago Production	SAN Components		√
10	Chicago Production	Network Components		√
3	Chicago Production	Backup Components		√

SECTION C – PERFORMANCE BASED STATEMENT OF WORK

10	Regional Servers	Windows	√	
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C.2 SCOPE

The goal of the FAS OCIO IT hosting environment requirement is to provide timely and cost efficient support services to stakeholders while testing and deploying ‘new’ system enhancements for the FAS business lines and support offices. GSA FAS OCIO requires Open Systems Hosting and infrastructure services at FAS locations (Government sites) and at the contractor’s hosting facility.

GSA FAS will provide all server, peripheral, and network hardware and software needed for open systems and infrastructure services to the contractor as Government Furnished Property (GFP) for provision of the initial services. GFP is provided in Section J, Attachment J of the TOR. During the period of performance of this task order, it is the Government’s desire to migrate critical infrastructure services to technologies that enhance efficiency, are robust, and reliable to serve FAS stakeholders. IaaS and “cloud computing” initiatives are two examples that may provide a framework that is more cost-effective and can be adapted to meet the dynamic infrastructure and hosting requirements of the GSA FAS organization and stakeholders. The contractor, as an optional task, shall investigate emerging technologies, industry best practices, and Government regulations and guidelines, and provide recommended solutions and high level migration schedules for the FAS OCIO to consider. Once the Government decides on the best solution, the contractor shall begin to adapt, or migrate the GSA FAS infrastructure environment to IaaS or other hosting paradigm that takes advantage of emerging technologies and moves GSA FAS towards a technology solution that offers more efficient capacity utilization.

The contractor shall support the infrastructure support requirements of the FAS Business Lines and support offices, and the contractor shall provide these services at current levels or better, as determined by the SLAs included in Section J, Attachment H, Award Fee Determination Plan (including those requiring changes), until transition to the selected hosting contractor facilities is complete and accepted by the Government. The contractor’s schedule of milestones for hosting transition activities (including all gate reviews and integration testing) shall be provided in the contractor’s technical proposal (see Section L). The contractor shall update transition activities if necessary with close oversight and approval by Government personnel.

The contractor shall perform the following activities that are within the scope of the task order, including but not limited to:

- Virtual machine (VM) instances
- Provide support for Solaris 9 and 10, Red Hat Linux, VMware and ~~Windows 2003 and 2008 or higher~~
- Provide support for an EMC and Netapp Storage area network (SAN) which includes SAN switches, LUN provisioning, Network Attached Storage (EMC Celerra), geographic Replication using the RecoverPoint appliance, HBA support and support for PowerPath
- ~~Maintain Network equipment~~
- Maintain Government Furnished Property (GFP) and/or Contractor-owned equipment
- Daily backups
- Support for Sun/Oracle M8000 with Solaris 10 containers

SECTION C – PERFORMANCE BASED STATEMENT OF WORK

- Support for Sun/Oracle servers running Solaris 9
- System patches
- Anti-virus detection
- Signature updates
- Liaison with GSA FAS Operations manager for infrastructure changes and projects.
- Perform infrastructure changes.
- Gain knowledge of assigned infrastructure components.
- Coordinate and perform changes for the environment.
- Interact with other team members for infrastructure updates

Section C.2.1 provides the current GSA FAS service environment.

C.2.1 GSA FAS SERVICE ENVIRONMENT

GSA FAS currently maintains infrastructure in the following four key locations and selected GSA Regional sites:

1. Sterling, VA (Primary) Data Center (Contractor Owned)
The Primary data center facility is where production infrastructure is hosted. This location is in full compliance with GSA FAS guidelines for safety, fire protection, uninterruptible power supply (UPS) and security requirements. This facility has two power feeds coming into the center. Safety and security systems include smoke, fire and water protection and detection. Security includes 24-hour guard protection, a complete badge control system, and interior and exterior video surveillance, including motion detection. GFP is currently caged and is isolated from other customers in the same facility.
2. Chicago, IL (Disaster Recovery) Data Center (Contractor Owned)
The Chicago Disaster Recovery data center is where disaster recovery infrastructure is hosted. This location includes a 7x24 on-site building security, operations, and engineering staff for support of the data center environment. The facility includes fire control and early smoke detection, which is monitored by the Building Maintenance System that provides audible alarms and radio dispatch of facility support personnel. GFP is currently caged and is isolated from other customers in the same facility.
3. Chantilly, VA (Development and Test) Computing Facility (Government Owned)
The Development and Test data center, located in Chantilly, VA, is where development and testing infrastructure is hosted. This location is used by GSA FAS for hosting both development and testing environments for the core applications. The facility includes fire detection and an UPS for conditioning the power feed. The contractor shall assist with the management of the GSA FAS Data Center located in Chantilly, VA. This is a GSA FAS-leased office facility which houses GSA FAS Test and Development IT assets. The Government intends to continue to host these IT assets at the Chantilly Computing Facility, until alternative hosting paradigms are implemented. Contractor management responsibilities include:

SECTION C – PERFORMANCE BASED STATEMENT OF WORK

- ~~• Coordinating network maintenance with other organizations within GSA;~~
- Cabling maintenance; and
- Assisting with the installation of new hardware

~~The contractor shall provide remote support for Windows servers and future ECMS servers located in GSA Regions.~~

C.3 OBJECTIVE

The objective of the task order is to provide IT services to support the GSA FAS infrastructure through outsourced Open Systems Hosting Services. The contractor shall accomplish the following objectives:

- Assure a "low risk" transition with minimal disruption to business activities and minimum disruption to GSA FAS IT activities.
- Continue to provide and improve upon high quality service levels to stakeholders.
- Continue to provide and improve upon IT systems quality, availability, security, and integration.
- Assist GSA FAS evaluate, test, and adapt legacy applications through the use of cost-effective technologies like virtualization, cloud computing, and IaaS. GSA FAS seeks to move smaller, moderate, or larger portions of the current server and storage environment to one or a combination of these hosting paradigms.
- Minimize operating costs by leveraging matrix resources (non-dedicated resources) and in the future migrate to more cost-effective technology platforms.
- Institute an expanded, more systematic use of Service Level Requirements (SLRs) and enforceable performance measurement (See Section J).
- Investigate emerging technologies, and recommend services that can leverage operational scale and best practices to achieve optimal cost and service level performance.
- Adopt a flexible and variable cost structure to accommodate unforeseen business requirements, surges in capacity, etc.
- Utilize the contractor's automated tools to implement administration processes, establish a Configuration Management Database (CMDB) that includes configuration interactions between operating systems, network components, databases and applications required to support FAS servers and network components.
- GSA FAS intends to leverage the contractor's tools, which shall be provided as a service, to manage, monitor and maintain the FAS infrastructure. These tools shall also be leveraged as a method to implement the management framework that GSA FAS is requiring.
- Optimize equipment monitoring through the use of dashboards that collect and report system alerts real-time for all critical IT assets (production at a minimum). Utilize ongoing feedback mechanisms in the form of a bi-annual review to ensure that performance meets GSA FAS stakeholder expectations.

C.4 TASKS

SECTION C – PERFORMANCE BASED STATEMENT OF WORK

The contractor shall perform the following tasks to meet the objectives of the task order.

C.4.1 TASK 1 – PROVIDE PROJECT MANAGEMENT

The contractor shall provide project management support under this task order. This includes the management and oversight of all activities performed by contractor personnel, including subcontractors (if applicable), to satisfy the requirements identified in this Performance-Based Statement of Work (PBSOW). The contractor shall identify a Project Manager (PM) by name, who shall provide management, direction, administration, quality assurance, and leadership of the execution of this task order.

C.4.1.1 SUBTASK 1 – COORDINATE A PROJECT KICK-OFF MEETING

The contractor shall schedule and coordinate a Project Kick-Off Meeting at the location approved by the Government (in Crystal City, Arlington, VA) no later than 15 calendar days after task order award. The meeting shall provide an introduction between the contractor personnel and Government personnel who will be involved with the task order. The meeting will provide the opportunity to discuss technical, management, and security issues, and travel authorization and reporting procedures. At a minimum, the attendees shall include vital contractor personnel, representatives from the FAS OCIO, other FAS offices, other Government stakeholders, the FEDSIM Contracting Officer's Representative (COR) and the FAS OCIO Technical Point-of-Contact (TPOC). The contractor shall provide the following at the Project Kick-Off meeting:

- Transition-In Plan Overview Briefing
- Project Management Plan (including service performance metrics)
- Earned Value Management (EVM) Plan

C.4.1.2 SUBTASK 2 – PREPARE A MONTHLY STATUS REPORT (MSR)

The contractor's Project Manager shall develop and provide a MSR (see Section J, Attachment A) using MS Office Suite applications, by the 15th of each month via electronic mail to the COR and TPOC. The MSR shall include the following:

- Activities during reporting period, by task (Include: On-going activities, new activities, activities completed; progress to date on all above mentioned activities). Start each section with a brief description of the task
- Problems and corrective actions taken. Also include issues or concerns and proposed resolutions to address them
- Personnel gains, losses and status (MBI status, etc.)
- Government actions required

SECTION C – PERFORMANCE BASED STATEMENT OF WORK

- Schedule (Shows major tasks, milestones, and deliverables; planned and actual start and completion dates for each)
- Summary of trips taken, conferences attended, etc. (Attach trip reports to the MSR for reporting period)
- EVM statistics and FAS Open Systems Availability
- Accumulated invoiced cost for each CLIN up to the previous month
- Projected cost of each CLIN for the current month
- Comparison data / monthly performance reports

C.4.1.3 SUBTASK 3 - EARNED VALUE MANAGEMENT (EVM) CRITERIA

The contractor shall employ and report on EVM in the management of efforts executed under the CPAF identified tasks within this task order. See Section H.19, Earned Value Management, for the EVM requirements.

The contractor shall employ and report on EVM in the management of project efforts executed under the CPAF identified tasks within this task order which exceed \$250,000 in value or have been designated as high priority projects by the COR. See Section H.19, Earned Value Management, for the EVM requirements.

C.4.1.4 SUBTASK 4 – CONVENE TECHNICAL STATUS MEETINGS

The contractor Program Manager shall convene a monthly **Task Order Activity and Status Meeting** with the COR, TPOC, and other Government stakeholders. The purpose of this meeting is to ensure all stakeholders are informed of the monthly activity and status report, provide opportunities to identify other activities and establish priorities, and coordinate resolution of identified problems or opportunities. The contractor's Program Manager shall provide **Technical Status Meeting Minutes**, including attendance, issues discussed, decisions made, and action items assigned, to the COR within fifteen (15) days following the status meeting.

C.4.1.5 SUBTASK 5 – PREPARE A PROGRAM MANAGEMENT PLAN (PMP)

The contractor shall document all TO support requirements in a **PMP**. The PMP shall detail Standard Operating Procedures (SOPs) for all tasks. The PMP shall define policies and procedures for managing and directing the effort for productivity, quality, cost control, and early identification and resolution of problems. The PMP shall include milestones, tasks, and subtasks required in the TO. The PMP shall provide for a Work Breakdown Structure (WBS), and associated responsibilities and partnerships between Government organizations by which the contractor shall manage all work. The PMP shall include the contractor's Quality Management Plan (QMP) and EVM Plan.

The contractor shall perform according to the Service Level Requirements identified in the QASP (see Section J) and the contractor's Government-approved QMP. The contractor shall document any changes to these documents in the PMP.

SECTION C – PERFORMANCE BASED STATEMENT OF WORK

The contractor shall provide the Government with an initial Draft PMP at the Project Kick-Off Meeting, on which the Government will make comment. The contractor shall incorporate Government comments and provide a revised PMP to the Government no later than two (2) weeks after receipt of Government comments. The delivery schedule for the PMP and other TO deliverables is provided in Section F of the TOR.

C.4.1.5.1 UPDATE THE PROJECT MANAGEMENT PLAN (PMP)

The PMP is an evolutionary document that shall be updated yearly. The contractor shall work from the latest Government approved version of the PMP.

C.4.1.6 SUBTASK 6 – PREPARE TRIP REPORTS

The Government will identify the need for a Trip Report (if required) when the request for travel is submitted. The contractor shall keep a summary of all long-distance travel, to include, at a minimum, the name of the employee, location of travel, purpose of trip, trip duration, and POC at the travel location.

C.4.1.7 SUBTASK 7 – PROVIDE CUSTOMER FEEDBACK SURVEYS

The contractor shall establish and implement a methodology for providing customer feedback. This shall include processes, procedures, and capabilities to assess: customer satisfaction, emerging requirements, and developing trends. The contractor shall also implement processes / procedures and communication media to keep stakeholders and functional proponents informed of the project's status, future plans, and opportunities.

C.4.2 TASK 2 – PROVIDE TRANSITION MANAGEMENT SERVICES

The contractor shall implement a transition in methodology contained in their Government-approved Transition-In Plan (see Section C.4.2.1) that is based on the contractor's transition approach presented in their technical proposal to ensure that contractor personnel and subcontractor personnel (if applicable) provide a seamless, risk mitigated, and effective transition. The contractor shall ensure that transition activities do not disrupt FAS services to stakeholders. Transition management services include FAS servers and FAS-provided GFP network cables, switches, firewalls, and routers from the current FAS contractor operated service / data centers to the contractor's proposed IT hosting facilities. Contractor transition responsibilities shall include transition planning, packing, moving, installation, and testing of FAS servers and FAS-provided GFP network cables, switches, firewalls, and routers.

All Transition activities shall be completed no later than 120 days after Government approval of the Transition-In Plan.

Within the 120 day transition-in period, the Government will provide the contractor with necessary Government Furnished Information (GFI) and GFP. During the transition period, the existing contractor providing hosting support shall remain responsible for all system sustainment

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activities until officially relieved by the Government and the new contractor assumes full responsibility.

The transition shall ensure minimum disruption to vital Government business. The contractor shall ensure that there will be no service degradation during and after transition. The contractor-developed, detailed Transition-In Plan shall provide for, at a minimum, the following:

- An overview of the transition effort
- An updated (if needed) schedule with milestones and tasks
- Description of systems and GFP to transition
- Transition of GFP/Government Furnished Information (GFI)
- Transition knowledge and information from key contractor personnel
- Transition knowledge and information regarding risk or problem areas

The contractor shall provide a Transition-In Plan Overview Briefing at the Project Kick-Off meeting. See Sections H.27 and H.28 for additional information about Transition In and Transition Out activities.

C.4.2.1 SUBTASK 1 – TRANSITION-IN PLAN

The Contractor shall deliver a **Transition-In Plan** to include a plan for the transportation of GFP and transition notices that is based on the contractor's transition strategy as presented in their technical approach. The Transition-In Plan shall incorporate a phased approach enabling GSA FAS to maintain continuity of infrastructure and hosting services throughout the transition. The transition shall include moving equipment from the current location to the new location and establishing network connections to the GSA FAS infrastructure to ensure no downtime of services. Equipment is to be caged and not co-located.

- The Contractor shall deliver a Transition-In Plan that addresses the following requirements at a minimum: The Transition-In Plan shall identify all project management, procedures and tools to be used to manage the transition;
- The Transition-In Plan shall detail the impacts of transition, equipment ownership, GFP/space, and a complete detailed schedule for transition, focusing on ensuring business continuity throughout transition;
- The Transition-In Plan shall also define contractor's approach to staffing, progress reporting, coordination with third-party providers, and customer education and communication

The contractor shall provide a draft Transition-In Plan within 45 days after task order award. The final Transition-In Plan shall be delivered to the Government no later than 90 days after task order award. The contractor shall coordinate its proposed sequence for transitioning sites with GSA FAS and shall make adjustments to the sequence, in coordination with GSA FAS OCIO prior to making the Transition-In Plan final. The contractor shall submit the final Transition-In Plan to the GSA FAS Information Systems Security Officer (ISSO) for approval. The contractor

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shall not proceed with transition without obtaining GSA FAS OCIO and ISSO approval of the Transition-In Plan in its entirety or in part.

The contractor shall provide integration and testing activities as part of the transition. The contractor shall provide integration and testing activities associated with ensuring that all individual GSA FAS data center components have been properly moved, installed, configured and deployed to provide a fully functioning data center service to GSA FAS internal customers and to achieve a seamless transition. The contractor shall develop and document an Integration and Testing Plan as part of the Transition-In Plan. The contractor shall manage the integration test environment and conduct integration and security testing for all moved, new and upgraded equipment, networks based on requirements defined in GSA FAS and Federal security documents that will be provided at the Project Kick-Off Meeting.

For all new equipment, the contractor shall evaluate all new and upgraded system components and services for compliance with GSA FAS security rules, regulations and procedures. The contractor shall assess and communicate the overall impact and potential risk to system components prior to implementing changes. The contractor shall develop, conduct and document User Acceptance Tests (UAT) requirements.

C.4.2.1.1 TRANSITION TRANSPORTATION SECURITY

The contractor shall incorporate the following GSA FAS-specific transportation security requirements, at a minimum:

- GSA FAS must review and approve the qualifications of any personnel (including sub-contractors) involved in the physical moving of equipment
- Only personnel approved by GSA FAS shall have physical or logical access to equipment during the move
- All equipment must be transported safely, securely, and with minimal risk of damage and loss of data
 - All GSA FAS assets shall be inventoried, tagged, and verified by GSA FAS personnel before and after the move
 - GSA FAS personnel will inspect the inventory before a seal is put on, and remove the seal at the destination

C.4.2.2 SUBTASK 2 - PROVIDE TRANSITION OUT SUPPORT

The contractor shall support the Government during transitioning out of the task order. The contractor shall prepare a Transition-Out Plan that details all transition out activities, to include both contractor and Government personnel roles, to ensure that there is a seamless transition to an incoming contractor /Government personnel at the expiration of the task order. The contractor shall provide a Transition-Out Plan no later than (NLT) 90 days prior to expiration of the TO. The contractor's Transition-Out Plan shall identify how the contractor shall coordinate with the incoming contractor and Government personnel to transfer knowledge regarding the following:

SECTION C – PERFORMANCE BASED STATEMENT OF WORK

- Project management processes
- Points of contact
- Location of technical and project management documentation
- Status of ongoing technical initiatives
- Appropriate contractor to contractor coordination to ensure a seamless transition.
- Transition of Key Personnel roles and responsibilities
- Transfer of any GFI/GFP
- Identify schedules and milestones
- Identify actions required of the Government

The contractor shall establish and maintain effective communication with the incoming contractor/Government personnel during the transition out period via weekly status meetings or other Government-approved transition communication methodology.

C.4.3 TASK 3 – PROVIDE OPEN SYSTEMS HOSTING SERVICES

The contractor shall provide open systems infrastructure services to include data center hosting services for GSA FAS OCIO. The contractor shall manage and perform Open System services transparently and without regard to technology platform, using the *Information Technology Infrastructure Library (ITIL) version 3.0* framework or other proven methodologies for service management. The contractor is also encouraged to propose continuous improvement approaches based on the *Lean Six Sigma* or similar methodology. Section J, Attachment L provides additional detail about the GSA FAS Network environment.

C.4.3.1 SUBTASK 1 – PROVIDE GENERAL DATA CENTER SERVICES

The contractor shall comply with GSA FAS policies, standards, and regulations applicable to GSA FAS including information systems, personnel, physical and technical security. The contractor shall manage event and workload processes across all platforms. The contractor shall provide access to their hosting facility to third party technical support personnel, as needed, for all hardware/equipment of the Data Center.

The contractor shall provide and support Data Center (e.g., ~~LAN~~, WAN connection) and related operations (e.g., procure, design, build, systems monitoring, Incident diagnostics, troubleshooting, Resolution and escalation, security management, and capacity planning/analysis) to meet GSA FAS infrastructure and hosting requirements. The contractor shall implement and coordinate all GSA FAS-approved changes to the Data Center including those that may affect the service levels of any Hosting Services Third Parties. For Contractor-owned equipment and GFP, the contractor shall provide storage management services.

The contractor shall host and provide facilities support for GSA FAS Production hardware components and IT assets. All GFP in Government facilities will remain as such.

SECTION C – PERFORMANCE BASED STATEMENT OF WORK

C.4.3.1.1 GENERAL NETWORK SERVICES

GSA FAS shall leverage the Contractor's network backbone for all network services including internet and VPN connectivity. The Contractor's technical approach shall address their network capabilities. GSA FAS OCIO will provide as GFP all servers, firewalls, and routers needed to establish and maintain network connectivity. GSA FAS, in coordination with the GSA Chief Information Officer (CIO), will be responsible for providing, configuring and maintaining two Cisco 7500 series routers that are used to terminate VPN tunnels at the GSA network backbone.

The contractor shall provide the following network services:

- Multiple data center facilities with Tier 1 and Tier 2 networking capabilities (for both the primary and disaster recovery data centers). Data center facilities shall be optimized for security and provision of high quality computing services
- Capability to host servers, firewalls, and routers with a mix of throughput rates of 100 Mbps and 1 Gbps
- Capability to provide, at a minimum, throughput rate of 100 Mbps
- Capability to provide fully redundant local access to high speed WAN capabilities
- Hosting services capable of supporting network connectivity to GSA Corporate Information Network (CIN). The contractor shall provide the capability to establish and maintain network connectivity to support authorized user access
- Hosting Services capable of supporting internet connectivity
- Recommend WAN / VPN
- For contractor-owned equipment, procure/provision and maintain all network components and circuits

C.4.3.1.2 NETWORK OPERATIONS AND ADMINISTRATION

The contractor shall provide network operations activities to include, but not limited to, the following:

- Provide LAN / WAN connectivity contained in the service environment
- Work with public carriers and other circuit providers to perform any operations activities (e.g., provisioning, problem management)

The contractor shall provide network administration services to include, but not limited to, the following:

- Manage Provisioning Internet Protocol (IP) addresses

Section J, Attachment P includes further details regarding the GSA FAS web environment.

C.4.3.3 SUBTASK 3- PROVIDE ENVIRONMENT AND FACILITIES SUPPORT

The contractor shall understand and document all Environment and Facilities Support requirements. The contractor shall review and approve documented Environment and Facilities

SECTION C – PERFORMANCE BASED STATEMENT OF WORK

Support requirements, and identify requirements for GSA FAS Environment for contractor-supported components. The contractor shall develop, document, and maintain Environment and Facilities Support procedures in a Standards and Procedures Manual. The contractor shall deliver the Standards and Procedures Manual in accordance with the Government-approved PMP. The contractor shall review Environment and Facilities Support procedures. For contractor-owned equipment, the contractor shall coordinate and implement all GSA FAS OCIO approved upgrades and installations with the TPOC or designee. The contractor shall coordinate GSA FAS site activities of all personnel (i.e., contractor employees and others) working in equipment locations (e.g., equipment rooms, Network equipment closets). The contractor shall ensure that facilities support activities conform to the requirements of defined Change Management processes.

The contractor shall meet the requirements as they pertain to the Primary and Disaster Recovery Facilities outlined in Section J, Attachment I.

The contractor shall ensure controlled access to the GSA FAS IT assets within their facilities.

C.4.4 TASK 4 – PROVIDE INFRASTRUCTURE OPERATIONS AND ADMINISTRATION

The contractor shall provide operations and administration services associated with the day-to-day management of the FAS infrastructure environment, which includes the IT assets in the Arlington Computing Center, , the server assets in FAS regions, and all transitioned Production assets. The contractor shall provide and support a stable infrastructure and effectively and efficiently perform operational and processing procedures to ensure the infrastructure meets Service Level Requirement performance targets.

The responsibilities of the contractor include, but are not limited to the following:

- Develop, document and maintain in the Standards and Procedures Manual, Operations and Administration procedures that meet requirements
- Develop operational documentation (i.e., Run Books, Contact Lists, Operations scripts, etc.) that meets GSA FAS requirements
- Identify Enterprise System Management tools to monitor the IT infrastructure and GSA FAS applications
- Deploy enterprise Hosting Services component management tools to monitor the IT infrastructure and, GSA FAS applications as identified
- For GFP and Contractor-owned equipment, install and configure enterprise Hosting Services component management tools in such a fashion that Problems, issues and events are proactively identified, reported and Resolved according to prescribed Service Level Requirements
- Perform event management monitoring of IT Services to detect abnormal conditions or alarms, log abnormal conditions, analyze the condition and take corrective action
- For GFP and Contractor-owned equipment, manage hardware, software, peripherals, services, and spare parts to meet Service Level Requirements, minimize downtime and minimize GSA FAS resource requirements

SECTION C – PERFORMANCE BASED STATEMENT OF WORK

- Manage and coordinate subcontractors and Third Parties in order to meet Service Level Requirements
- Develop and provide operational reports (daily, weekly, monthly) that provide status of operational activities, production issues and key operational metrics
- Provide GSA FAS with a copy of or access to any Contractor or Third Party-supplied documentation (including updates thereto)

C.4.4.1 SUBTASK 1 – INFRASTRUCTURE SUPPORT

The contractor shall provide the following IT services for the following GSA FAS infrastructure components. See Section J, Attachments J through P for additional information regarding the GSA FAS environment.

C.4.4.1.1 WEB SERVERS

The contractor shall provide the following web server IT support for FAS web servers:

- Provide IT support for ~~iPlanet~~, Apache, and IIS configurations;
- Provide on-going maintenance, configuration, and optimization of all web servers including application of patches and upgrades;
- Secure web server instances and remediate vulnerabilities;
- Monitor and report status of web servers and related components;
- Provide Apache, Unix ~~the~~ overall architecture and planning support for the web server/DMZ infrastructure;
- Provide expertise with SQUID proxy servers, running on three servers, two in production, and one in Development and Test; and

C.4.4.1.1.1 RESERVED

F5 LOAD BALANCER SETUP FOR GEOGRAPHIC LOAD BALANCING

C.4.4.1.2 DATABASE SERVERS AND OTHER KEY APPLICATION SERVERS

The contractor shall provide the following Oracle/Sun IT support for the primary, and disaster recovery sites:

- Unix, Solaris 9, Solaris 10 and Sun hardware support, especially for the Sun M8000 and M5000
- Creation and management of Sun domains and management of Solaris 10 containers
- On-going maintenance, configuration, and optimization of all Oracle/Sun components
- Provide upgrade support to Oracle/Sun for upgrades, patches, issue resolution and troubleshooting
- Manage the Oracle/Sun M8000 and M5000; provide support for SAN and network integration
- Provide expertise for Solaris 9 and Solaris 10 system configuration and optimization

SECTION C – PERFORMANCE BASED STATEMENT OF WORK

- Overall architecture and planning support for the Oracle/Sun infrastructure
- Plan and architect technology refreshes and consolidation activities in coordination with GSA FAS OCIO

C.4.4.1.3 DOMAIN NAME SYSTEM (DNS) SERVERS

The contractor shall provide the following IT support for the DNS servers at each site:

- DNS technology
- Support and on-going maintenance, configuration of all DNS servers
- Manage the DNS servers, including DNS record creation and deletion

C.4.4.1.3.1 RESERVED

C.4.4.1.3.2 RESERVED

C.4.4.2 SUBTASK 2 – PROVIDE OPERATIONS SERVICES

The contractor shall provide operations services in support of servers and peripherals located at the contractor's hosting site(s) and operations support services for servers located at GSA FAS facilities (e.g., Arlington, VA, and GSA Regions). The contractor shall provide operations services 24 hours per day, 7 days per week, and 365 days per year except for GSA-approved, prescheduled maintenance down time. The contractor shall provide server monitoring and response to server alerts 24 hours per day, 7 days per week, and 365 days per year.

The contractor shall monitor and operate the mainframe printers at the Government's Washington DC, location at 1800 F St NW to ensure that they are operating properly in accordance with standard operating procedures. The contractor shall assign a full-time printer room operator to perform this service. The Government will provide a workspace for the printer room operator.

C.4.4.3 SUBTASK 3 – PROVIDE SYSTEMS ADMINISTRATION SERVICES

The contractor shall provide systems administration support for GSA FAS Open Systems and Solaris and Linux servers located at contractor-hosted facilities and GSA FAS facilities. The contractor shall provide systems administration support from 6:00 a.m. until 6:00 p.m. Eastern Time, Monday through Friday, excluding Government holidays. The contractor shall provide systems administration support at other times as required to meet surge requirements, technology transfers, and other critical events. The COTR and COR will notify the contractor of these other unique system administration support requirement timeframes to enable the contractor to provide the required resources.

SECTION C – PERFORMANCE BASED STATEMENT OF WORK

The contractor shall assist GSA FAS application support staff with normal support issues including:

- Application window availability/functionality issues;
- Unix and Linux System connectivity issues;
- Recovery of files, as needed, provided the request is not above the level of security granted for the user

The contractor shall define monitoring requirements and policies, and develop and document in the Standards and Procedures Manual monitoring procedures that meet requirements and adhere to defined policies. The contractor shall provide proactive and scheduled console monitoring of infrastructure and availability of the operating system (e.g., Unix/Linux hardware, network), respond to messages and take corrective action as required. The contractor shall develop and maintain standard automated scripts to perform monitoring on systems operating software. The contractor shall identify and report problems including system, file, disk and application availability problems. The contractor shall provide troubleshooting, repair and escalation of problems in the data center computing environment, as well as provide preventative measures for proactive monitoring and self-healing capabilities to limit outages that impact service delivery. The contractor shall identify and report application availability problems, and assist in resolving application availability problems in accordance with service level requirements and escalate as required. The contractor shall define system administration requirements and policies, and develop and document in the Standards and Procedures Manual procedures for performing system administration that meet requirements and adhere to defined policies. The contractor shall set up and manage application owner accounts, perform access control, manage files and disk space and manage transaction definitions, and, perform system or component configuration changes necessary to support computing services in conformance with change management requirements. The contractor shall provide Usage Statistics Reports that will be used to support chargeback and other reporting requirements.

C.4.4.4 SUBTASK 4 - PROVIDE STORAGE AND DATA MANAGEMENT

The contractor shall provide storage and data management services associated with the provisioning and day-to-day management of the installed Data Center storage and data environment (e.g., direct access storage devices (DASD), redundant array of independent disks (RAID), storage area network (SAN), network-attached storage (NAS), (tape and optical), providing a stable supporting infrastructure and effectively and efficiently performing procedures to ensure services meet Service Level Requirement targets and requirements. Section J, Attachment O provides further details regarding the GSA FAS storage environment. The contractor shall provide the following SAN support capabilities for all environments:

- Provide knowledge and hands-on expertise in all of the above-mentioned technologies
- Provide on-going maintenance, configuration and optimization of all SAN components
- Provide upgrade support to EMC/Netapp for code upgrades, issue resolution and troubleshooting
- Manage the SAN using EMC/Netapp and other tools
- Monitor and report capabilities of the SAN and related components

SECTION C – PERFORMANCE BASED STATEMENT OF WORK

- Provide file expansion, RAID group management, LUN provisioning, RecoverPoint configuration, new system additions and data migration
- Configure and maintain PowerPath, Emulex HBA and Cisco MDS SAN switches
- Provide overall architecture and planning support for the SAN infrastructure
- Plan and architect technology refreshes
- Open trouble tickets with EMC

The contractor shall provide off-site back-up media storage for each off-site hosting facility that meets GSA FAS off-site storage requirements for each hosting site proposed by contractor. The back-up media storage shall reside in a location that is at least five (5) miles from the contractor-proposed hosting site that it supports and meets GSA FAS OCIO requirements for back-up and recovery. These locations shall provide physical, environmental, and security capabilities to assure that stored media are well protected and easily accessed. Tapes designated for off-site storage shall be removed from the data center once daily. The contractor staff shall obtain prior approval from GSA FAS OCIO TPOC or designee for schedule changes. The contractor shall arrange pickups, as needed, to ensure that off-site back-up tapes are never retained on site for more than 12 hours. The contractor shall demonstrate their capability to recover media within three (3) hours of notification by GSA FAS OCIO TPOC or designee, or as required by applications processing procedures.

The contractor shall perform the following Storage and Data Management requirements:

- Recommend contractor-standard Storage and Data Management procedures
- Develop, document and maintain in the Standards and Procedures Manual Storage and Data Management Contractor procedures that meet GSA FAS requirements and adhere to GSA FAS policies
- Provide data storage services (e.g., RAID array, SAN, NAS, tape, optical, etc.)
- Monitor and control storage performance according to technical Specifications, Storage and Data Management policies and perform tuning as required
- Perform data and file backups and restores per established procedures and Service Level Requirements
- Maintain and improve storage resource efficiency
- Manage file transfers and other data movement activities
- Provide input processing, for activities such as loading Third Party media (e.g., tape) and receipt and/or transmission of batch files
- Acquire and manage consumables, such as tape, disks, etc., in support of the backup requirements. Coordinate acquisition of additional materials as needed
- Recommend contractor standard Media Operations procedures
- Develop, document, and maintain in the Policies, Standards, and Procedures Manual Media Operations procedures that the contractor shall perform that meet GSA FAS requirements and adhere to GSA FAS policies
- Maintain a media library and media management system
- Manage the media inventory to ensure that adequate media resources are available. Coordinate acquisition of additional media as needed
- Manage input media availability to meet processing Service Level Requirements;

SECTION C – PERFORMANCE BASED STATEMENT OF WORK

- Load and manage Third Party media
- Provide secure offsite storage for designated media and transport media to GSA FAS approved offsite location as required
- Perform periodic audits to ensure proper cataloging of media

C.4.4.4.1 NETWORK SECURITY SERVICES MANAGEMENT

The contractor shall maintain physical and logical security of assets. The contractor shall conduct periodic security checks per requirements, reporting security violations if found, and assist with resolving said security violations. The contractor shall perform systems security hardening and security vulnerability remediation on GSA FAS systems.

The contractor shall assist GSA FAS Security Operations Center (SOC) which is responsible for performing the following functions:

- Security Event and Information Management Services
- Log Aggregation Services
- Intrusion Detection System Installation, Configuration, Monitoring and Administration;
- Continuous Firewall Installation, Configuration, Monitoring, Administration and Auditing
- Network Forensics Analysis
- Net-flow Anomaly Detection
- File Integrity Monitoring
- Web Application for Firewall Installation, Configuration, Monitoring and Administration and Management
- End User Analytic services
- Security Firewall Management
- Security Intrusion Detection Services
- Security Penetration Services
- Security Incident and Audit Management Services
- Support the SOC and FAS Infosec for certification and accreditations

C.4.4.5 SUBTASK 5 – PROVIDE SECURITY

The contractor shall provide security services associated with maintaining physical and logical security of all Hosting Services components (hardware and software), data, virus protection, access protection, and other Security Services in compliance with GSA FAS Security requirements and all applicable regulatory requirements. The GSA FAS infrastructure at its high water mark is FISMA moderate. All security-related tasks performed by Contractor shall be in conjunction with GSA FAS Security Operations Center (refer to the Network Security Services Management Section).

The contractor shall be responsible for, but is not limited to, the following security requirements:

- Assist in modifying and updating security standards, policies, and procedures
- Participate in and support the weekly Security CAB.

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- Review and provide inputs and updates to the Standards and Procedures Manual Security requirements, standards, procedures, and policies including regulatory requirements
- Remain up to date with current Security trends, threats, common exploits, and security policies and procedures and best practices
- Implement physical and logical Security plans in conjunction with GSA FAS Security Operations Center and GSA FAS Security policies and industry standards
- Perform and/or coordinate the approval of log-on/Security-level access changes as detailed in profiles and policies for Hosting Services
- Report Security violations to GSA FAS per GSA FAS policies
- Follow INFOSEC guidance in the resolution of Security violations that originate outside of the hosted Network(s) (e.g., shut down server, provide logs, etc.)
- Review all nCircle reports and various Security advisories to notify GSA when patches relevant to the IT environment are available and classify the need and speed in which the Security patches should be installed as defined by Security policies
- Maintain all documentation required for Security assessments, audits and internal control and control testing
- Place and support systems with particularly sensitive data in controlled access areas. Only End Users with current, authorized access permission shall be allowed to enter these areas
- Research and investigate vulnerabilities and findings from GSA OCIO managed Infosec scanning tools
- Enforce and support GSA's Security Awareness Program
- Manage and maintain Tripwire on FAS servers and other components

C.4.4.6 SUBTASK 6 – PROVIDE BACK-UP AND RECOVERY

The contractor shall provide back-up and recovery services associated with providing ongoing back-up and recovery capabilities according to GSA FAS schedules and requirements. The contractor shall demonstrate that they will consistently meet or exceed the GSA FAS ongoing back-up and recovery requirements. Currently, GSA FAS uses EMC Networker for the Open Systems environment.

The contractor shall provide the following backup support services at each remote hosting facility:

- All backup capabilities, including management of the backup software, administration and support, and management of the dedicated backup servers
- Monthly full backups, weekly full backups and daily incremental backups of the files and directories as specified by GSA FAS
- Restoration of an individual file or folder upon request as outlined in the Service Level Requirements (SLR)
- Backup on media appropriate for long-term off-site storage
- Backup of virtual machine files
- Administration, maintenance, and testing of all virtual machine and system backups in accordance with GSA standards

SECTION C – PERFORMANCE BASED STATEMENT OF WORK

- Annual permanent backups will be retained with the first full backup serving as the first annual backup and the anniversary date for permanent backups
- Maintenance of logs of scheduled and ad hoc data backup and restore requests (providing such log reports as requested by GSA FAS). The log report shall, at a minimum, show job date/time, target systems, success/failure status, time to complete and total size of data
- Quarterly test restore to validate backup job success and include details on the test restore in the appropriate monthly status report
- Recommend best practices for Backup and Recovery Services strategies, policies and procedures
- Develop, document and maintain in the Standards and Procedures Manual, Backup and Recovery schedules and procedures that adhere to GSA FAS requirements and policies;
- Manage backup media inventory (tape, disk, optical and other media type), including the ordering and distribution of media
- Perform Hosting Services component backups and associated rotation of media;
- Archive data media at a secure off-site location
- Ensure ongoing capability to recover archived data from media as specified (backward compatibility of newer backup equipment)
- Test backup media to ensure incremental and full recovery of data is possible and ensure Hosting Services component integrity, as required or requested by GSA FAS; and
- Recover files, file system or other data required from backup media, as required or requested by GSA FAS

C.4.4.6.1 IT SERVICE CONTINUITY AND DISASTER RECOVERY

The contractor shall provide IT Service Continuity and Disaster Recovery Services to include the activities associated with providing prioritized IT Service Continuity and Disaster Recovery Services for GSA FAS applications and their associated infrastructure (e.g., CPU, servers, data, and output devices). GSA FAS applications and associated infrastructure services shall receive Disaster Recovery Services according to an analysis of GSA FAS business impact. The contractor shall demonstrate that it will consistently meet or exceed GSA FAS IT Service Continuity and Disaster Recovery Services requirements. Additional information is provided in Section J, Attachment R, “Disaster Recovery System Prioritization.” The contractor’s responsibilities include, but are not limited to the following:

- Recommend best practices for IT Service Continuity and Disaster Recovery Services strategies, policies and procedures
- Document IT Service Continuity and Disaster Recovery Services procedures that adhere to GSA FAS requirements and policies
- Assist GSA FAS in other IT continuity and emergency management activities (e.g., semi-annual Disaster Recovery drills)
- Develop and maintain a detailed Disaster Recovery Plan to meet IT Service Continuity and Disaster Recovery requirements. The Disaster Recovery Plan shall include plans for data, backups, storage management and contingency operations that provide for recovering GSA FAS systems within established recovery requirement time frames after a disaster affects GSA FAS’ use of the Services

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- Establish processes to ensure Disaster Recovery plans are kept up to date and reflect Changes in GSA FAS environment
- Perform scheduled Disaster Recovery tests per GSA FAS policies
- Track and report Disaster Recovery test results to GSA FAS
- Develop action plan to address Disaster Recovery testing results
- Implement action plan and provide ongoing status until completion;
- Initiate the Disaster Recovery plan in the event of a contractor Disaster Recovery situation and notify GSA FAS per Disaster Recovery policies and procedures; and
- Support GSA FAS warm standby database servers at the COOP site

C.4.4.7 SUBTASK 7 – PROVIDE ACCOUNT MANAGEMENT

The contractor shall provide Account Management Services associated with the ongoing management of the service environment. The contractor shall develop, document, and maintain in the Standards and Procedures Manual, Account Management procedures that meet requirements and adhere to defined policies. At Task Order award GSA FAS will provide access to Government Wiki.

C.4.4.8 RESERVED

C.4.4.9 SUBTASK 9 – PROVIDE CRYSTAL PARK 4 (CP4) MOVE SUPPORT

The Contractor shall:

- Provide assistance with the discovery/identification phase of all existing HW (Physical and Virtual servers, network switches, SAN, storage devices etc.) in the CP4 data center currently being used to support the FAS Development and Test environments. The Contractor shall review the inventory spreadsheet provided as GFI and provide feedback. The estimated number of devices is 200 virtual servers, 122 physical servers and approximately 12-15 additional peripheral equipment such as storage and VTL.
- Provide information for all, (1) current server configurations, (2) network connectivity, and (3) current SAN and storage devices to include; specified communication ports on all servers/switches/security devices and VLANs & IPs schemas for inclusion into master documents being created/developed by the Government and its support contractor. The Contractor shall review and modify as required to provide the latest information on servers/switches/security devices, VLANs & IPs schemas including the 159.142 subnet. The Contractor shall track any additional changes to the Arlington data center until the move occurs.
- Review/validate/verify all documents provided as GFI pertaining to the FAS infrastructure. The Contractor shall review/validate/verify all documents provided as GFI pertaining to the FAS infrastructure that the Contractor currently supports including the 159.142 subnet and servers attached to it.

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- Provide operational personnel (System administrators) for on-site support for the physical ‘shut down’ of all IT resources located in the CP4 data center. The Contractor shall also assist in providing the manpower for the physical, un-racking, racking of equipment. Note the move company will be responsible for packing, moving, and unpacking equipment, not the Contractor. Assistance shall include assisting with the development of documentation that maps racks to devices, including bundling hardware, cables, etc. and for logically re-assembling in the Chantilly Data Center. The Contractor shall be responsible for powering down the systems at CP4. The Contractor shall assist with disconnecting and re-connecting the cables (power, internet, power) to the devices and also assist with the recording and the mapping of all cabling for re-assembly at the Chantilly site. The Contractor shall also conduct pre-coordination with the application owners, and submit appropriate CCB requests and associated paperwork. The Contractor shall assume that shutdown will occur the day prior to the move or at least adequate time will be allocated for a complete backup of the systems prior to the move.
- Provide operational support personnel (System administrators) for on-site support for the physical ‘turn up’ of all IT resources in Chantilly, VA data center after the Government and its support staff has moved the IT resources. The Contractor shall provide all support required to power up systems after the physical move is complete and equipment has been racked.
- Provide operational support personnel (Network Engineer) to provide on-site troubleshooting support in Chantilly, VA data center during the ‘stand up’ phase of the IT resources once they have been moved to Chantilly. Networking resources and System Administrators shall be on site to assist with the connectivity issues associated with the move. The Contractor shall create and document a priority listing of servers that need to be restored to service should issues arise during the move.

C.4.5 TASK 5 – PROVIDE CROSS FUNCTIONAL LIFE-CYCLE SERVICES

The contractor shall provide life-cycle technical support to GSA FAS business owners and applications teams for all infrastructure and hosting services. The contractor shall adhere to ITIL v3.0 best practices in performing work under this task. These cross functional life-cycle activities include, but are not limited to the following:

- Ensure compliance with GSA FAS policies, standards and regulations (Section J, Attachment Q) applicable to GSA FAS for information, information systems, personnel, physical and technical security;
- Develop and maintain a comprehensive Standards and Procedures Manual that contains the standards and procedures that will be used in the delivery of all Hosting Services;
- Conform to changes in laws, regulations and policies. Major Service Changes shall be proposed on a project-by-project effort basis to alter the environment to conform to the new requirements;
- Report performance against Service Level Requirements; and
- Provide timely creation, updating, maintenance and provision of all appropriate project plans, project time and cost estimates, technical specifications, management

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documentation and management reporting in a form/format that is acceptable to GSA FAS for all Hosting Services projects and major Service activities.

C.4.5.1 SUBTASK 1 - PLANNING AND ANALYSIS

The contractor shall provide planning and analysis IT associated with researching new technical trends, products, and services, such as hardware components, and system Software, ~~and Networks~~ that offer opportunities to improve the efficiency and effectiveness of FAS infrastructure support and Hosting Services. Planning and Analysis Services can also mitigate risks by reducing defects and improving the quality of IT services. The contractor's responsibilities include, but are not limited to the following:

- Participate in defining services and standards for Planning and Analysis activities;
- Perform technical and Service Planning and Analysis based on GSA FAS requirements (e.g., Availability, capacity, performance, backup and IT Continuity and Disaster Recovery Services);
- Provide recommendations for infrastructure and Services based on Planning and Analysis results;
- Continuously monitor technical trends through independent research; document and report on products and services with potential use for GSA FAS as they align with the GSA FAS business and technology strategies;
- Perform feasibility studies for the implementation of new technologies that best meet GSA FAS business needs and meet cost, performance and Quality objectives;
- Adhere to GSA FAS projects and SDLC requirements using Contractor's project management capabilities;
- Perform project management function for Contractor-managed projects as requested by GSA FAS;
- Participate in technical and business planning sessions to establish standards, architecture and project initiatives;
- Conduct regular planning for technology refreshes and upgrades; and
- Conduct technical reviews and provide recommendations for improvements that increase efficiency and effectiveness and reduce costs per the Planning and Analysis results

C.4.5.2 SUBTASK 2 - REQUIREMENTS DEFINITION

The contractor shall provide requirements definition services associated with the assessment and definition of functional, performance, IT Continuity and Disaster Recovery, and Security requirements that also comply with regulatory and GSA FAS policies. These requirements drive the technical design for the FAS environment. The contractor shall participate in defining requirements and standards, including appropriate requirements-gathering activities (e.g., focus groups, interviews). The contractor shall document requirements required to deliver services in agreed-to formats (e.g., system specifications, data models, upgrade requirements, transition requirements, network design schematics, etc.). The contractor shall ensure these requirements meet GSA-specific and Federal security policies. The contractor shall also define acceptance test criteria.

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C.4.5.3 SUBTASK 3 - DESIGN SPECIFICATIONS

The contractor shall provide design specification services associated with translating user and information system requirements into detailed technical specifications. The contractor shall develop, document, and maintain Technical Design Plans and environment configurations based on GSA FAS design specifications, standards and requirements, including architecture, functional, performance, availability, maintainability, security and IT continuity, and disaster recovery requirements. The contractor shall determine and document required hosting services component upgrades, replacements and/or transition specifications (e.g., hardware, software, ~~networks~~). The contractor shall conduct site surveys for design efforts and document and deliver design specifications in a Design Specifications Document. The delivery dates of the Technical Design Plans and Design Specifications Document will be updated in the contractor's PMP.

C.4.5.4 SUBTASK 4 - ASSET MANAGEMENT

The contractor shall provide asset management services associated with ongoing management and tracking of new and upgraded hosting services components (e.g., hardware, Software, circuits) in the asset management system. The contractor's responsibilities include, but are not limited to the following:

- Deploy and manage an Asset Management system that meets GSA FAS requirements and adheres to defined policies;
- Provide GSA FAS inquiry and read access into the Asset Management System for all Assets;
- For GFP, input, maintain, update, track and report all in-scope Assets throughout the Asset life cycle (e.g., acquisition to retirement);
- For contractor-owned equipment, input, maintain, update, track and report all in-scope Assets throughout the Asset life cycle (e.g., acquisition to retirement);
- For GFP and Contractor-owned equipment, establish the Asset database to include, at a minimum, the following Asset information:
 - Manufacturer
 - Model
 - Serial number
 - Asset identification number
 - Asset location
 - Maintenance information and history including the age of the Asset
 - Warranty information
 - Transaction edit history (e.g., locations, billing and user)
- For contractor-owned equipment, perform ongoing physical Asset audit, in accordance with Asset Management Service Level Requirements, to validate that data in the database is accurate and current and GSA FAS has information that GSA FAS requires for internal chargeback systems;
- For contractor-owned equipment, perform ongoing physical Asset audit, in accordance with Asset Management Service Level Requirements, to validate that data in the database

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is accurate and current and GSA FAS has information that GSA FAS requires for internal chargeback systems;

- For contractor-owned equipment, provide reports of Asset Management audit results; and
- For GFP and contractor-owned equipment, provide, upon GSA FAS approval, and implement an Asset Management Remediation Plan for Asset Management deficiencies

C.4.5.5 RESERVED

C.4.5.6 SUBTASK 6 - TRAINING AND KNOWLEDGE TRANSFER

The contractor shall provide Training and Knowledge Transfer services that consist of the following:

- Training for the improvement of skills through education for contractor employees on unique GSA FAS systems and software. The contractor shall participate in any mandatory, initial, and ongoing training provided by GSA FAS as required that would provide a learning opportunity about the GSA FAS business and technical environment.

The contractor shall develop, document, and maintain in the Standards and Procedures Manual training and knowledge transfer procedures that meet requirements and adhere to defined policies. The training program shall instruct GSA FAS personnel on the provisioning of contractor services (e.g., “rules of engagement,” requesting Services). The contractor shall develop, implement, and maintain a GSA FAS-accessible knowledge database/portal. The contractor shall develop and implement knowledge transfer procedures to ensure that more than one individual understands key components of the business and technical environment. The contractor shall participate in GSA FAS-delivered instruction on the business and technical environment.

The Government will not reimburse the contractor for training classes needed to remain current with systems, software, features, and functions.

C.4.5.7 SUBTASK 7 – MAINTENANCE AND BREAK/FIX SUPPORT

The contractor shall provide maintenance services associated with the maintenance and repair of hardware, software and networks to include "Break/Fix" services. Installed platform and product version levels are not to be more than one version behind the current commercial release, unless coordinated with GSA FAS architectural standards committee. The contractor’s responsibilities include, but are not limited to, the following:

- Develop, document and maintain in the Standards and Procedures Manual, Maintenance procedures that meet requirements;
- Develop Maintenance schedules;
- Ensure appropriate Maintenance coverage for all Hosting Services components for Contractor-owned equipment;

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- Provide maintenance and Break/Fix support in GSA FAS defined locations, including dispatching repair technicians to the point-of-service location if necessary for Contractor-owned Equipment;
- For GFP and contractor-owned equipment, provide access to required hardware by Break/Fix personnel;
- For GFP and contractor-owned equipment, perform diagnostics and maintenance on Hosting Services components including hardware, Software, peripherals, Networks and special-purpose devices as appropriate;
- For GFP and contractor-owned equipment, install manufacturer field change orders, service packs, firmware and Software maintenance releases, etc;
- For GFP and contractor-owned equipment, perform product patch, “bug fix,” service pack installation or upgrades to the current installed version;
- For GFP and contractor-owned equipment, perform maintenance-related software distribution and version control, both electronic and manual;
- Replace GFP and contractor-owned defective parts, including preventive maintenance, according to the manufacturer’s published mean-time-between failure rates; and
- For GFP and contractor-owned equipment, conduct maintenance and parts management and monitoring during warranty and off-warranty periods.

The GFP provided at Task Order award and subsequent maintenance and/or licensing agreements shall convey to the contractor for annual renewals and management. A maintenance roster shall be maintained for the duration of the Task Order. Active maintenance and licensing agreements will be turned over to the Government at the completion of the task.

C.4.5.8 SUBTASK 8 - AVAILABILITY MANAGEMENT

The contractor shall provide availability management services to assist GSA FAS to plan, measure and monitor availability of the IT Infrastructure, services, and supporting Hosting Services organization. Availability management seeks to achieve, over a period of time, a reduction in the frequency and duration of incidents that impact availability. The Contractor shall continuously strive to improve availability to ensure the requirements are met consistently. Availability management includes the evaluation, design, implementation, measurement and management of the infrastructure availability from a component and an end-to-end perspective, including new or modified IT service management methodologies and tools, as well as technology modifications or upgrades of IT infrastructure systems and components. The contractor shall provide the following key availability management activities:

- Determine business unit availability requirements for new or enhanced Service and formulating the availability and recovery design criteria for the infrastructure to ensure Services are designed to deliver the appropriate levels of Availability;
- Determine the critical business functions and impact arising from IT component failure. Where appropriate, reviewing the availability design criteria to provide additional resilience to prevent or minimize impact to the business;
- Identify opportunities to optimize the availability of the infrastructure to deliver cost effective improvements that deliver tangible business benefits;

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- Define the targets for availability, reliability and maintainability for the infrastructure components that underpin the service and ensure these targets are documented and agreed upon within SLRs, OLAs and contracts;
- Establish measurements and reporting of availability, reliability, and maintainability that reflect the business, stakeholder and IT support organization perspectives;
- Monitor and trend analysis of the availability, reliability and maintainability of systems and components;
- Review service, system and component availability, identifying unacceptable levels and ensuring appropriate corrective actions are taken to address availability shortfalls;
- Investigate the underlying reasons for unacceptable availability;
- Produce and maintaining a forward-looking Availability Plan that prioritizes and plans overall availability improvement; and
- Provide a range of availability reporting to ensure that agreed-upon levels of availability, reliability, and maintainability are measured and monitored on an ongoing basis
- The contractor shall also provide the following under this subtask: Develop Availability Management Policies and Procedures and determine appropriate Availability Management tools and methods that support GSA FAS Availability Management support requirements;
- Implement agreed-upon Availability Management policies and procedures and supporting processes;
- Provide unrestricted read access by GSA FAS-authorized staff and designated personnel to all current and historical Availability knowledgebase records;
- Participate in user requirements gathering and analysis when new IT systems and services are being defined to ensure that IT Services and systems are designed to deliver the required levels of Availability required by the business;
- Create Availability and recovery design criteria to be applied to new or enhanced Infrastructure design;
- Coordinate with the IT service support and service delivery management personnel from GSA FAS and third-party vendors to research, review and assess Availability issues and optimization opportunities;
- Participate and cooperate with GSA FAS in defining the Availability SLR measures and reporting requirements;
- Recommend appropriate tools and practices to measure and report on agreed-upon Availability SLRs for new and enhanced IT Infrastructure;
- Ensure that approved Availability SLR measurement tools and practices are implemented;
- Monitor and maintain an awareness of technology advancements and IT best practices related to Availability optimization and periodically provide updates to GSA FAS IT management;
- Ensure that all Availability Management improvement initiatives conform to defined Change Control procedures set forth in the Procedures Manual;
- Coordinate and take ownership of Availability Management across all Hosting Services service areas with GSA FAS and third parties (e.g., public carriers, Internet service providers, third party vendors, et. al.);

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- Participate in Problem Management review sessions as appropriate, specifically those Problems related to outages of critical systems;
- Monitor actual IT Availability achieved versus targets and ensure shortfalls are addressed promptly and effectively;
- Conduct Availability Assessment review sessions and provide cost-justified improvement recommendations;
- Coordinate with GSA FAS and third-party service providers to gather information on IT systems and service availability issues and trends to be used for trend analysis;
- Produce and maintain a forward-looking Availability Plan which prioritizes and plans approved IT Availability improvements;
- Provide a range of IT Availability reporting to ensure that agreed levels of Availability, reliability and maintainability are measured and monitored on an ongoing basis.
- Promote Availability Management awareness and understanding within the IT support organization; and
- Perform regular reviews of the Availability Management process and its associated techniques and methods to ensure that all of these are subjected to continuous improvement and remain fit for purpose.

C.4.5.9 SUBTASK 9 - CAPACITY MANAGEMENT

The contractor shall perform capacity management services associated with ensuring that the capacity of the Hosting Services matches the evolving demands of GSA FAS business in the most cost-effective and timely manner. Capacity management encompasses the following:

- Monitoring of performance and throughput of IT Services and supporting IT components;
- Understanding current demands and forecasting for future requirements;
- Developing capacity plans which will meet demand and Service Level Requirements;
- Conducting risk assessment of capacity recommendations;
- Identifying financial impacts of capacity plans; and
- Undertaking tuning activities

The contractor shall perform the following:

- Develop, document and maintain in the Standards and Procedures Manual, Capacity Management Procedures that meet requirements;
- Establish a comprehensive Capacity Management planning process;
- Define, develop and implement tools that allow for the effective capacity monitoring/trending of IT infrastructure, applications and IT components;
- Continually monitor IT resource usage to enable proactive identification of capacity and performance issues;
- Capture trending information and forecast future GSA FAS capacity requirements based on GSA FAS-defined thresholds;
- Assess Incidents/Problems related to throughput performance;
- Recommend changes to capacity to improve service performance; and

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- Maintain capacity levels to optimize use of existing IT resources and minimize GSA FAS costs to deliver Services at agreed-to Service Level Requirements.

C.4.5.10 SUBTASK 10 – PERFORMANCE MANAGEMENT

The contractor shall provide performance management services associated with tuning Hosting Services' components for optimal performance. The contractor shall monitor the various hardware and software components of the GSA FAS Open Systems processing environment for availability and potential error conditions.

The contractor shall collect performance metrics and monitor the performance of critical components such as servers, databases, and applications (where technically feasible) for Availability / Uptime, Response Time, End-to-end Throughput, and Bandwidth. The contractor shall report GSA FAS Open Systems availability, at the component level, on a monthly basis. This includes Performance Analysis and Performance Reporting as stated below:

- **Performance Analysis.** The contractor shall analyze performance metrics collected by the automated monitoring agents to track usage and trends. The contractor shall provide recommendations to maintain or improve performance.
- **Performance Reporting.** The contractor shall prepare and submit a Performance Report that charts the actual performance of the GSA FAS Open Systems processing environment within the reporting period against specific thresholds.

The contractor shall perform the following:

- Develop, document and maintain in the Standards and Procedures Manual, Performance Management procedures that meet requirements;
- Perform Hosting Services component tuning to maintain optimum performance in accordance with Change Management procedures;
- Manage Hosting Services component resources (e.g., devices and traffic) to meet defined Availability and performance Service Level Requirements;
- Provide regular monitoring and reporting of Hosting Services component performance, utilization and efficiency;
- Proactively evaluate, identify and recommend configurations or changes to configurations that will enhance performance;
- Develop and deliver improvement plans as required to meet Service Level Requirements.
- Implement improvement plans and coordinate with Third Parties as approved by GSA FAS; and
- Provide technical advice and support to the application maintenance and development staffs as required

C.4.5.11 SUBTASK 11 – SERVICE LEVEL MONITORING AND REPORTING

The contractor shall provide Service Level Monitoring and Reporting Services associated with the monitoring and reporting of service delivery with respect to infrastructure and hosting Service Level Requirements. The contractor shall report system management information (e.g.,

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performance metrics and system accounting information) to the designated GSA FAS TPOC and COR representatives in a format agreed to by GSA FAS TPOC.

The contractor shall perform the following service level monitoring and reporting tasks:

- Develop, document and maintain in the Standards and Procedures Manual Service Level Monitoring and Reporting procedures that meet requirements and adhere to defined policies.
- Report on Service Level Requirement performance and improvement results.
- Coordinate Service Level Requirement monitoring and reporting with designated GSA FAS representative and Third Parties.
- Measure, analyze and provide management reports on performance relative to Service Level Requirements.
- Develop and deliver Service Level Requirement improvement plans where appropriate.
- Implement Service Level Requirement improvement plans.
- Provide GSA FAS portal access to performance and Service Level Requirement reporting and monitoring system.

C.4.5.12 SUBTASK 12 – INCIDENT MANAGEMENT

The contractor shall provide incident management associated with restoring normal service operation as quickly as possible and minimizing the adverse impact on business operations of GSA FAS, thus ensuring that the best possible levels of service quality and availability are maintained. While the incident management processes apply to level 1, level 2, and level 3 support groups, level 1 support is normally responsible for primary ownership of recording and tracking the incident and is responsible for the close coordination and ongoing monitoring and tracking of, and reporting on, Incidents that have been escalated to second-level and third-level support groups to ensure that escalated incidents are resolved as promptly as possible.

The contractor shall work within the *Information Technology Infrastructure Library (ITIL) version 3.0* framework and follow GSA FAS procedures for changes and incidents affecting any GSA FAS infrastructure.

The contractor shall provide the following incident management services:

- Incident detection and recording
- Incident classification and initial support
- Incident investigation and diagnosis
- Incident escalation
- Incident resolution and recovery
- Incident closure
- Incident ownership, monitoring, tracking, and communication

C.4.5.12.1 RESPONSE/SERVICE CENTER

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The contractor shall provide a response/service center that supports telephonic and electronic mail submissions from designated FAS employees and applications support contractors. Problems may be identified by the contractor, FAS third parties, or by other FAS and GSA Help Desks. The contractor and FAS shall jointly develop a problem ticket notification process supporting notification to and from the GSA National Help Desk.

The contractor shall perform the following incident management tasks through the contractor's response/service center solution:

- Establish criteria for incident management support requirements, including equipment and services to be covered, Incident Severity level definitions and characteristics, incident classification and prioritization schema, escalation requirements, etc.
- Develop incident management policies and procedures that support GSA FAS incident management support requirements.
- Manage GSA FAS problem management system ticket queues related to the infrastructure.
- Provide, maintain, and manage an incident management system and knowledge database, including all hardware, software, databases, automated monitoring tools, and management and reporting tools, which are acceptable to GSA FAS.
- Provide unrestricted read access by GSA FAS-authorized staff and other personnel to all current and historical Incident records and knowledgebase data.
- Monitor the incident management system for automatically generated and logged incident alerts.
- Resolve Level 2 problems in accordance with the procedures manual, knowledge database documents, and configuration database(s).
- Identify and classify incident severity level characteristics and handle according to agreed-upon Incident response procedures.
- Escalate incidents to the appropriate next-level service group within contractor, GSA FAS, or third-party provider as soon as it is clear that the incident management technician is unable to resolve the incident without additional assistance, or as required, to comply with service level response times.
- Track incident resolution progress through to final closure and record/update incident record status as appropriate.
- Provide expert functional and process assistance for in-scope hosting services components at Level 2 or escalate to Level 3 resources as required.
- Provide Level 2 and Level 3 support for Applications Software on the supported applications list.
- Verify that all records (e.g., inventory, asset and configuration management records) are updated to reflect completed / Resolved Incident.
- Document solutions to resolved incidents in central knowledgebase. Accurately update all information pertinent to trouble ticket, including general verbiage, codes, et. al.
- Notify designated GSA FAS personnel of all Severity 1 and Severity 2 incidents.

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- Maintain contractor-owned current and historical records of all calls and the resolution of those calls for the life of the contract and provide reporting and trend capabilities.
- For contractor-owned equipment, troubleshoot, diagnose and resolve incidents for all in-scope hardware and software warranty and non-warranty devices, including removing and / or repairing physically broken or inoperable devices.
- For contractor-owned equipment, coordinate dispatch for all in-scope devices and repair as required.
- Provide end-to-end incident identification, escalation and resolution management; and a closure process including those escalated to third parties.
- Determine wherever possible whether an incident should be treated as a problem (e.g., whether preventive action may be necessary to avoid incident recurrence) and, in conjunction with the appropriate problem management group, raise a problem record to initiate action.
- Determine wherever possible whether an incident should be treated as a problem (e.g., whether preventive action may be necessary to avoid Incident recurrence) and, in conjunction with the appropriate problem management group, raise a problem record to initiate action.
- Track ongoing status of any problem records to ensure that identified problems are addressed and resolved.
- Coordinate and take ownership of incident resolution across all hosting services service areas with GSA FAS and third parties (e.g., public carriers, Internet service providers, third party vendors, et. al.)
- Periodically review the status of Level 2 and Level 3 open, unresolved incidents and related problems and the progress being made in addressing problems.
- Participate in problem management review sessions as appropriate.
- Participate in incident review sessions.

C.4.5.12.2 PROBLEM MANAGEMENT SERVICES

The contractor shall provide problem management services to minimize the adverse impact of incidents and problems on the FAS business and to prevent incident recurrence by determining the root cause(s) and taking action to correct the situation. The contractor shall provide reactive problem management services by diagnosing and solving problems in response to one or more incidents that have been reported through incident management. The contractor shall also provide proactive problem management services to identify and solve problems and known errors before incidents occur. The contractor shall provide proactive problem management solutions to include performing predictive analysis activities, where practical, to identify potential future problems, develop recommended mitigation plans, and implement approved corrective mitigation actions and processes. The contractor shall maintain, update and disseminate information about problems and the appropriate workarounds and resolutions to ensure that the number and impact of incidents occurring within the GSA FAS IT infrastructure is reduced over time. The contractor shall perform the following key tasks included in problem management:

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- Problem control
- Error control
- Proactive prevention of problems
- Identifying trends that could result in incidents or problems
- Performing major problem reviews
- Providing problem management reporting

The contractor shall provide problem management services for all identified problems that are determined to be related to IT systems and services under the control of contractor and within the scope of the task order. The contractor shall also provide coordination and assistance to GSA FAS and third-party vendors in performing their problem management Services. The contractor shall ensure resolutions to problems are implemented through the appropriate control procedures, especially change management and release management. The contractor shall coordinate problem management activities with the various teams within the contractor, GSA FAS and third-party vendors responsible for performing configuration management, availability management, capacity management, IT service continuity management, and service level management activities.

The contractor shall perform the following problem management services under this subtask:

- Participate in developing problem management requirements and policies.
- Participate in developing and implementing appropriate procedures and methodologies that support GSA FAS-approved problem management and Root Cause Analysis requirements and policies that comply with GSA FAS requirements.
- Establish and maintain a problem management knowledgebase where information about problems, root cause, known errors, workarounds and problem resolution actions are recorded and tracked. This knowledgebase may be the same knowledgebase as used by incident management.
- Provide GSA FAS access to problem management knowledgebase.
- Provide unrestricted read access by GSA FAS-authorized staff and other GSA FAS designated personnel to all current and historical Problem Management records and knowledgebase data.
- Ensure problem management activities conform to defined change control procedures set forth in the procedures manual.
- Coordinate with appropriate incident management teams and take ownership of problem management activities of all problems determined to reside in the contractor's service area of responsibility (e.g., detection, logging, Root Cause Analysis, et. al.)
- Coordinate, escalate and track problem management activities with GSA FAS and third parties related to problems determined to reside in all other IT infrastructure areas outside of the seat management area.
- Flag all incidents that require Root Cause Analysis (i.e., Severity 1 and Severity 2 incidents) per the agreed-to procedures.
- Ensure that recurring problems that meet defined criteria related to the contractor's IT service responsibility area are reviewed using Root Cause Analysis processes.

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- Conduct proactive trend analysis of incidents and problems to identify recurring situations that are or may be indicative of future problems and points of failure.
- Track and report on problems and trends or failures and identify associated consequences of problems.
- Develop and recommend corrective actions or solutions to address recurring incidents and problems or failures, as well as mitigation strategies and actions to take to avert potential problems identified through trend analysis.
- Identify, develop, document, and recommend appropriate workarounds for known errors of unresolved problems and notify incident management and all other appropriate stakeholders of availability if approved.
- Coordinate and monitor status of Root Cause Analysis activities performed by GSA FAS and third-party vendors (e.g., from other IT service areas).
- Document and update problem management knowledgebase with information regarding problem resolution actions, activities and status (e.g., root cause, known errors, workarounds, etc.) and notify all appropriate stakeholders of availability of information.
- Coordinate with GSA FAS and third-party vendors to ensure that knowledge on problems related to other IT service areas is captured and entered into a centralized problem management knowledgebase.
- Ensure problem resolution activities conform to defined change control procedures set forth in the procedures manual.
- Provide status reports detailing the root cause of and procedure for correcting recurring problems and Severity 1 and Severity 2 incidents until closure as determined by GSA FAS.
- Participate in problem management review meetings and review and approve recommendations for actions, where appropriate.
- Periodically review the state of open Incidents and related problems and the progress being made in addressing problems.
- Create request for change documentation with recommended corrective actions to be taken to resolve a problem and submit to change management for review and approval.
- Provide problem management reporting as required.

C.4.5.13 SUBTASK 13 – CONFIGURATION MANAGEMENT

The contractor shall perform configuration management services associated with providing a logical model of the hosting services by identifying, controlling, maintaining and verifying installed hardware, software and network versions. The goal of configuration management is to account for all IT assets and configurations, provide accurate information on configurations and provide a sound basis for incident, problem, and change and release management and to verify configuration records against the infrastructure and correct any exceptions. The contractor shall propose, procure, implement, and maintain all needed automated tools (CMDB) and procedures, to implement the configuration management / administration process in a cost effective manner. The contractor shall have demonstrated expertise and knowledge of the proposed CMDB tool and have proven successful vendor relationships. The CMDB tool shall provide, at a minimum, the following features:

SECTION C – PERFORMANCE BASED STATEMENT OF WORK

- Automated License management
- Patch management and automation
- Port enabling/disabling
- Automated server provisioning (both physical and virtual)
- Solaris and Linux server elements configuration “discovery” ability
- Interactions between infrastructure components

The contractor shall be prepared to demonstrate to the GSA FAS TPOC and GSA FAS management capabilities and demonstrations of the CMDB tool. The contractor shall be responsible to perform the following configuration management tasks:

- Define configuration management requirements and policies.
- Develop, document and maintain in the Standards and Procedures Manual configuration management procedures that meet requirements and adhere to defined policies.
- Establish configuration management database, in accordance with GSA FAS requirements.
- Select, install and maintain configuration management tools.
- Enter/upload configuration data into configuration database.
- Establish process interfaces to incident and problem management, change management, technical support, maintenance and asset management processes.
- Establish appropriate authorization controls for modifying configuration items and verify compliance with software licensing.
- Establish guidelines for physical and logical separation between development, test and production and the process for deploying and back-out of configuration items.
- Establish configuration baselines as reference points for rebuilds, and provide ability to revert to stable configuration states.
- Establish process for verifying the accuracy of configuration items, adherence to configuration management process and identifying process deficiencies.
- Provide GSA FAS configuration management reports as required and defined by GSA FAS.

C.4.5.14 SUBTASK 14 – CHANGE MANAGEMENT

The contractor shall provide change management services to include all activities to ensure that standardized methods and procedures are used for efficient and prompt handling of all changes. The goal of change management is to minimize the impact of change upon service quality and consequently to improve the day-to-day operations of the GSA FAS systems. Change Management covers all aspects of managing the introduction and implementation of changes affecting all hosting services and in any of the management processes, tools, and methodologies

SECTION C – PERFORMANCE BASED STATEMENT OF WORK

designed and utilized to support the hosting services components. Change management processes are complementary to release management and configuration management, as well as incident management and problem management. The contractor shall work within the *Information Technology Infrastructure Library (ITIL)® version 3.0* framework and follow GSA FAS procedures for changes and incidents affecting any GSA FAS system. The contractor shall perform the following key change management tasks under this subtask:

- Request for Change (RFC) process
- Recording/Tracking process
- Prioritization process
- Responsibility assignment process
- Impact/Risk assessment process
- Establish and manage the schedule of approved changes
- Determine metrics for measuring effectiveness of a change
- Review / Approval process
- Implementation process
- Verification (test) process
- Closure process
- Participation in IT service continuity and disaster recovery planning
- Integrate with GSA FAS change management policies, procedures, processes and training requirements per the change management process components outlined above, including Change Control Board (CCB) composition, activities and the financial, technical and business approval authorities appropriate to GSA FAS IT and business requirements.
- Receive and document all Requests for Change (RFC) and classify proposed changes to the Services, which shall include change cost, risk impact assessment, and system(s) security considerations.
- Ensure that appropriate back-out plans are documented and in place in the event of systems failure as a result of the change.
- Provide change management plan to GSA FAS for review.
- Develop and maintain a schedule of planned approved changes (Forward Schedule of Changes or FSC) and provide to GSA FAS for review.
- Determine change logistics.
- Provide change documentation as required, including proposed metrics as to how effectiveness of the change will be measured.
- Participate in CCB meetings as GSA FAS deems appropriate or necessary.
- Oversee the approved change build, test, and implementation processes to ensure these activities are appropriately resourced and completed according to Change schedule.
- Ensure that thorough testing is performed prior to release and assess GSA FAS business risk related to any change that is not fully tested prior to implementation. (Submit a test plan for GSA FAS approval prior to the start of test.)
- Monitor changes, perform change reviews and report results of changes, impacts, and change effectiveness metrics.
- Verify that change met objectives based upon predetermined effectiveness metrics and determine follow-up actions to resolve situations where the change failed to meet objects.

SECTION C – PERFORMANCE BASED STATEMENT OF WORK

- Close out RFCs that met any successful met change objectives or changes that were abandoned.

C.4.5.15 SUBTASK 15 – RELEASE MANAGEMENT

The contractor shall provide release management services that track changes to contractor-managed software and components that are required to support the infrastructure (e.g., virus detection software, software required to manage the SAN, backup software, retention of prior versions of production OS , etc.) release management activities take a holistic view of a change to a service, including all aspects, technical and non-technical, software, hardware and network changes. These changes can be implemented by rolling out a combination of new applications, infrastructure software, upgraded or new hardware, or simply by making changes to the service hours or support arrangements. Release management processes and activities are complementary to those of change management, configuration management, and problem management. Releases typically consist of a number of problem fixes and enhancements to an existing service. A release consists of the new or changed software required and any new or changed hardware needed to implement the approved changes. Releases are generally divided into the following categories:

- Major software releases and hardware upgrades or replacements, normally containing large areas of new functionality. A major upgrade or release usually supersedes all preceding minor upgrades, releases and emergency fixes.
- Minor software releases and hardware upgrades, normally containing small enhancements and fixes, some of which may have already been issued as emergency fixes. A minor upgrade or release usually supersedes all preceding emergency fixes.
- Emergency software and hardware fixes, normally containing the corrections to a small number of known problems.

The contractor shall provide the following key release management services:

- Establish standardized release management policies and procedures.
- Manage Release Planning and Scheduling for overall the release schedule, as well as individual Releases.
- Establish and managing a release documentation and identification schema.
- Manage the release design, build, and configuration processes.
- Release testing and testing management.
- Rollout planning including quality plans and back-out plans.
- Release communication, preparation, and training.
- Manage the successful rollout/distribution and installation of all elements of a release.
- Ensure that only correct, authorized, and tested versions are installed and that changes are traceable and secure.
- Document each release and update the CMDB.

SECTION C – PERFORMANCE BASED STATEMENT OF WORK

- Recommend release management policies, procedures, processes, and training requirements per the release management process components outlined above.
- For Contractor-owned equipment, establish and maintain an appropriate secure environment(s) where all authorized versions of all hardware spares (Definitive Hardware Store or DHS) are stored and protected.
- For Contractor-owned equipment, ensure that all hardware spares are secured in the DHS and update configuration database(s).
- Establish, manage, update and maintain the overall release plan and release schedule for all planned releases.
- Establish and administer the version control schema as it relates to release management of GSA FAS custom applications.
- Develop, manage, update and maintain formal release plans for each release in coordination with change management.
- Develop quality plans and back-out plans as appropriate for each Release.
- Provide release management plans and schedules to GSA FAS for review.
- Conduct site surveys, as necessary, to assess existing software being used to validate Release package requirements and dependencies.
- For Contractor-owned equipment, conduct site surveys, as necessary, to assess existing hardware being used to validate release package requirements and dependencies.
- Plan resource levels and requirements for supporting a release.
- Ensure that any new software or support services required for the release are procured and available when needed.
- For contractor-owned equipment, ensure that any new hardware required for the Release is procured and available when needed.
- Ensure that all necessary testing environments are available and properly configured to support release testing.
- Schedule and conduct release management meetings to include review of planned Releases and results of changes made.
- Identify and document all Configurable Items (CIs) that need to be included in the Release, as well as all system inter-dependencies.
- Plan and manage the acceptance testing process for each release.
- Provide Release documentation as required.
- Review release management details and alter as appropriate to meet the needs of the GSA FAS (e.g., back out plan, go/no go decision).
- Notify GSA FAS affected applications “owners” of release timing and impact.
- Implement release in compliance with change management requirements and adherence to detailed release plans.
- Modify configuration database, asset management items, and service catalog (if applicable) to reflect changes to CIs due to the release.
- Conduct post-mortem of releases that necessitated implementation of the back-out plan and develop and implement appropriate corrective or follow-up actions to minimize future occurrences.

SECTION C – PERFORMANCE BASED STATEMENT OF WORK

C.4.5.16 SUBTASK 16 – PROVIDE CONTINUOUS IMPROVEMENT CONSULTING

The contractor shall provide continuous improvement consulting services to the FAS OCIO to enable GSA FAS to reach new levels of performance while reducing costs. In partnership with the FAS OCIO, the contractor shall recommend processes and technology improvements (tools, processes, methodologies, etc.) that will increase efficiency and enable FAS to continue to provide best value services to FAS clients. The contractor shall identify improvements and establish a baseline as a benchmark for metrics. After approval by the FAS OCIO TPOC or designee, the contractor shall implement support recommendations and track the progress by capturing metrics against projected improvement. The contractor shall report on performance of implemented support improvements, issue reports on IT service area performance, and identify possible product enhancement opportunities for improved performance and potential cost savings. The contractor shall also record implemented improvements through the FAS OCIO-approved Change Control process.

C.4.6 TASK 6 – PROVIDE INFRASTRUCTURE MODERNIZATION PLANNING AND IMPLEMENTATION (Optional Task)

As a technology leader in the Federal Government space, GSA FAS is aware of, and impacted by, the ever increasing costs relating to growth of data and the hardware and network costs. GSA FAS recognizes the most recent industry advances and growing maturity in hosting services for offerings such as public and private cloud computing and managed co-location, among other emerging technologies. The contractor shall propose a solution that would allow GSA FAS to move smaller, moderate, or larger portions of the current server and storage environment, as well as any additional applications GSA FAS develops or becomes responsible for; to one or a combination of these hosting paradigms, with the physical move starting not later than Option Year 2.

The contractor may suggest single, combinations, or alternative approaches to the above components, while remaining focused on mitigating risk to the overall GSA FAS environment. GSA FAS seeks to provide a technical framework to enable rapid response to emerging Internet trends and complex Government needs. GSA FAS is seeking to evaluate, test, and adapt legacy applications through the use of cost-effective technologies like virtualization, cloud computing and IaaS. It is the Government's goal to migrate small, low-risk applications to one or more hosting paradigms. Upon successful implementation and acceptance by the Government, additional applications will be considered for migration to this hosting paradigm. GSA FAS will require computing resources which are comparable too, or greater than FAS GFP equipment.

Initial components under consideration to be migrated by GSA FAS include:

- Web server layer to private cloud / managed co-location
- Network / server / storage to private cloud / managed co-location
- Migration of Development, Test and production environments to a virtualized infrastructure and/or IaaS or Cloud/Emerging
- Backup as a Service / Enhanced Backup Processes
- Enhanced Disaster / Business Recovery solution

SECTION C – PERFORMANCE BASED STATEMENT OF WORK

The Government requires disposition of equipment either in trade or disposal (within GSA standard procedures), or equipment to be repurposed based on government direction of servers as applications are moved from GFP Hosting Environment to the Task 6 IaaS solution.

C.4.6.1 SUBTASK 1 - VIRTUALIZED DEVELOPMENT, TEST AND PRODUCTION ENVIRONMENTS

GSA FAS intends to transition to a technical framework that is more cost-effective and can be easily adapted to meet the complex needs of the organization. GSA FAS seeks to utilize a virtualized environment for a number of applications in the environment. The contractor shall propose and implement a Transition Plan for the Test, Development, and Production environments to migrate to a virtualized environment. This transition is part of an ongoing effort for GSA FAS to identify and consolidate candidate servers and applications in the FAS environment. FAS will identify low-risk applications that are suitable for virtualization and/or IaaS.

C.4.6.1.1 GENERAL VIRTUALIZATION SERVICES REQUIREMENTS

The contractor shall provide a cost effective, virtualization solution that utilizes proven and stable virtualization technologies. The contractor shall provide the following:

- Use industry standard techniques to determine which servers are candidates for virtualization. This may include CPU utilization, performance requirements of hosted applications, memory utilization of specific servers, etc.
- Work with GSA FAS and application owners to deliver a proposed migration plan for all identified servers approved for migration.
- Implement a migration plan for the development and test environment servers while mitigating risk for application development.
- Present cost proposal and license procurement details for virtualization.
- Procure all items required for migration and implement based on GSA FAS approved migration plan.
- Provide documentation of compliance with appropriate industry standards as applied to the proposed hosted solution.
- Adhere to the GSA FAS backup policy and ensure that backups are completed in accordance with GSA FAS requirements.
- Adhere to the GSA FAS security policy and ensure that all virtualized hosts and/or GFP equipment is hardened in accordance with these standards.
- GSA FAS shall retain ownership of all virtual machines, templates, clones and scripts / applications created with this SOW and maintain the right to request full copies of virtual machines at any time.
- GSA FAS shall retain ownership of all software installed on virtual machines and any application or product that is developed under the SOW.

C.4.6.1.2 VIRTUAL INFRASTRUCTURE REQUIREMENTS

The contractor shall provide the following virtual infrastructure services to FAS OCIO:

SECTION C – PERFORMANCE BASED STATEMENT OF WORK

- Provide centralized management of virtual resources.
- Provide the capability to report real-time usage metrics to include CPU, memory, disk and network usage.
- Provide support for virtual machines running Linux and Solaris.
- Provide the capability to dynamically reallocate virtual machines based on load, with no service interruption.
- Provide the capability to create virtual machine templates.
- Provide the capability to copy or clone virtual machines for archiving, troubleshooting and testing.
- Provide multiple network switches to allow for network fault tolerance.
- Provide the ability to project capacity growth based on forecasting and trending.
- Provide self-service capabilities to allow GSA FAS CIO staff to create new virtualized instances.

C.4.6.1.3 VIRTUALIZATION HYPERVISOR REQUIREMENTS

The contractor shall provide virtualization hypervisor services to include the following:

- Provide virtualization capabilities based on the x86 processor architecture and meet all three of the following criteria (a, b, and c):
 - Virtual host processors shall be a minimum of 3GHz.
 - Virtual host processors shall be of the same manufacturer, model and stepping.
 - Virtual host processors shall support 64bit operations.
- Provide support for virtual machines with memory requirements up to and including 16GB.
- Provide support for multiple processor virtual machines.

C.4.6.1.4 VIRTUALIZATION STORAGE REQUIREMENTS

The contractor shall provide the following virtualization storage consulting services:

- Provide high availability, centralized network accessible storage.
- Provide the ability to snapshot virtual machines.
- Provide adequate flexibility for adding additional capacity.
- Provide the ability to scale across multiple physical sites.

C.4.6.2 SUBTASK 2 – BACKUP AS A SERVICE / ENHANCED BACKUP PROCESSES

GSA FAS's strategic goal is to migrate away from tape-based backup and optimize the existing backup process to enable effective handling of retention policies and access to information. Under this subtask, the contractor shall propose, procure, and implement as operational, a backup solution to address the following requirements.

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C.4.6.2.1 BACKUP AS A SERVICE / ENHANCED BACKUP REQUIREMENTS

The contractor shall ensure that all systems in the scope of this task order be backed up with an industry standard solution that allows for the following:

- Improved speed of restoration and self-service capabilities for GSA FAS application teams' on-demand restores of data
- Ongoing data storage
- Daily incremental and weekly full backups
- Backup on media appropriate for long-term off-site storage
- Backup of virtual machine files
- Administer, maintain and test all virtual machine and system backups in accordance with GSA standards
- Backups shall be stored in a secure off-site location with weekly transfers from host to storage site on a 6-month rotation schedule
- Annual permanent backups will be retained with the first full backup serving as the first annual backup and the anniversary date for permanent backups

C.4.6.3 SUBTASK 3 – ENHANCED DISASTER/BUSINESS RECOVERY

The contractor shall propose and test a comprehensive disaster / business recovery solution. The contractor shall prepare an Enhanced Disaster/Business Recovery Plan at a level of detail as mutually agreed on by the GSA FAS TPOC and the contractor. The GSA FAS TPOC shall review the plan and, once approved by the GSA FAS TPOC and COR, the Enhanced Disaster/Business Recovery Plan shall be updated quarterly to guide future open systems infrastructure improvements. The proposed solution may utilize a dedicated or a shared infrastructure running virtual servers.

C.4.6.3.1 ENHANCED DISASTER / BUSINESS RECOVERY REQUIREMENTS

The contractor's proposed solution shall incorporate the technical requirements set forth in Section C.4.3.3 of the PBSOW and address the following:

- The ability to failover and become the primary site should a disaster occur
 - The ability to failover shall be tested at minimum of once a year
- Geographically separate disaster recovery environments
- The ability to migrate or move virtual machines whether online or offline from the primary site to the secondary site.
- Business recovery site(s)
- Open systems processing configurations
- Open systems network connectivity
- Business recovery notification
- Business recovery process
- Business recovery support
- Business recovery testing

SECTION C – PERFORMANCE BASED STATEMENT OF WORK

C.5 SECTION 508 COMPLIANCE REQUIREMENTS

Unless the Government invokes an exemption, all EIT products and services proposed shall fully comply with Section 508 of the Rehabilitation Act of 1973, per the 1998 Amendments, 29 U.S.C. 794d, and the Architectural and Transportation Barriers Compliance Board's Electronic and Information Technology Accessibility Standards at 36 CFR 1194. The contractor shall identify all EIT products and services proposed, identify the technical standards applicable to all products and services proposed and state the degree of compliance with the applicable standards. Additionally, the contractor must clearly indicate where the information pertaining to Section 508 compliance can be found (e.g., Vendor's or other exact web page location). The contractor must ensure that the list is easily accessible by typical users beginning at time of award.

SECTION D - PACKAGING AND MARKING

NOTE: The section numbers in this Task Order correspond to the section numbers in the Alliant Contract. Section D of the contractor's Alliant Contract is applicable to this Task Order and is hereby incorporated by reference. In addition, the following applies:

D.1 PRESERVATION, PACKAGING, PACKING, AND MARKING

All deliverables submitted to the Government shall indicate the contract number, task order number, contractor's name, description of items contain therein and the consignee's name and address for which the information is being submitted. The contractor shall follow the marking requirements specified by the Government.

The contractor shall deliver all documents by via e-mail attachment or CD-ROM (if requested by the FAS OCIO TPOCs). The contractor shall label each electronic delivery with the task order Number and Project Title in the subject line of the e-mail transmittal.

Identified below are the required electronic formats, whose versions must be compatible with the latest, commonly available version on the market.

- Text Microsoft Word
- Spreadsheets Microsoft Excel
- Briefings Microsoft PowerPoint
- Drawings Microsoft Visio
- Schedules Microsoft Project

GSA is committed to preserving the environment and would like to reduce the number of paper hardcopies produced under this task order. Additional information will be provided at the Project Kick-Off Meeting.

SECTION E - INSPECTION AND ACCEPTANCE

NOTE: The section numbers in this Task Order correspond to the section numbers in the Alliant Contract. Section E of the contractor's Alliant Contract is applicable to this Task Order and is hereby incorporated by reference. In addition, the following applies:

E.2 PLACE OF INSPECTION AND ACCEPTANCE

Inspection and acceptance of all work performed, reports, and other deliverables under this task order shall be performed at Government locations designated by the FAS OCIO TPOC(s) and by the CO-appointed FEDSIM Contracting Officer's Representative (COR).

E.3 SCOPE OF INSPECTION

All deliverables will be inspected for content, completeness, accuracy and conformance to task order requirements by the FEDSIM COR and FAS OCIO TPOC or designated representative at GSA FAS and contractor locations. Inspection may include validation of information or software through the use of automated tools, testing or inspections of the deliverables, as specified in the task order. The scope and nature of this inspection will be sufficiently comprehensive to ensure the completeness, quality and adequacy of all deliverables and services.

The Government requires a period not to exceed 15 days after receipt of final deliverable items for inspection and acceptance or rejection.

E.4 BASIS OF ACCEPTANCE

The basis for acceptance shall be compliance with the requirements set forth in the task order, the contractor's proposal, and other terms and conditions of the base contract. Deliverable items rejected shall be corrected in accordance with the applicable clauses.

Reports, documents and narrative type deliverables will be accepted when all discrepancies, errors or other deficiencies identified in writing by the Government have been corrected.

If the draft deliverable is adequate, the Government may accept the draft and provide comments for incorporation into the final version.

All of the Government's comments to deliverables must either be incorporated in the succeeding version of the deliverable or the contractor must demonstrate to the Government's satisfaction why such comments should not be incorporated.

If the Government finds that a draft or final deliverable contains spelling errors, grammatical errors, improper format, or otherwise does not conform to the requirements stated within this task order, the document may be immediately rejected without further review and returned to the contractor for correction and resubmission. If the contractor requires additional Government guidance to produce an acceptable draft, the contractor shall arrange a meeting with the FEDSIM COR and FAS OCIO TPOC or designee.

SECTION E - INSPECTION AND ACCEPTANCE

E.5 DRAFT DELIVERABLES

The Government will provide written acceptance, comments and/or change requests, if any, within 15 days (unless specified otherwise in Section F) from Government receipt of the draft deliverable. Upon receipt of the Government comments, the contractor shall have 10 days to incorporate the Government's comments and/or change requests and to resubmit the deliverable in its final form.

E.6 WRITTEN ACCEPTANCE/REJECTION BY THE GOVERNMENT

The Contracting Officer or Contracting Officer's Representative (COR) shall provide written notification of acceptance or rejection of all final deliverables within 15 days (unless specified otherwise in Section F). All notifications of rejection will be accompanied with an explanation of the specific deficiencies causing the rejection.

E.7 NON-CONFORMING PRODUCTS OR SERVICES

Non-conforming products or services will be rejected. Deficiencies will be corrected, by the contractor, within ten (10) days of the rejection notice. If the deficiencies cannot be corrected within 10 days, the contractor will immediately notify the FEDSIM COR and FAS OCIO TPOC of the reason for the delay and provide a proposed corrective action plan within 10 days.

For Tasks 1, 2, and 3, if the contractor does not provide products or services that conform to the requirements of this task order, the Government will not pay the fixed price associated with the non-conforming products or services.

For CPAF Tasks 4, 5, and 6, if the contractor does not provide products or services that conform to the requirements of this task order, the Government will document the issues associated with the non-conforming products or services in the award fee determination report and there will be an associated reduction in the award fee.

SECTION F – DELIVERABLES OR PERFORMANCE

NOTE: The section numbers in this Task Order correspond to the section numbers in the Alliant Contract. Section F of the contractor's Alliant Contract is applicable to this Task Order and is hereby incorporated by reference. In addition, the following applies:

F.3 PERIOD OF PERFORMANCE

Base Period: October 1, 2011 – November 30, 2011
Option Period 1: December 1, 2011 – September 30, 2012
Option Period 2: October 1, 2012 – September 30, 2013
Option Period 3: October 1, 2013 – September 30, 2014
Option Period 4: October 1, 2014 – September 30, 2015
Option Period 5: October 1, 2015 – September 30, 2016

F.4 PLACE OF PERFORMANCE

Place of Performance is primarily at the contractor's hosting location(s). There is a requirement for full time, on-site performance at selected GSA FAS locations for specific identified Key Personnel (see Section H.2 for the specific Key Personnel and GSA FAS locations). Long distance travel will be required in support of this requirement.

F.5 DELIVERABLES

The following schedule of milestones will be used by the FEDSIM COR and the FAS OCIO TPOC to monitor timely progress under this Task Order. The contractor shall deliver the deliverables and meet the milestones stated below. Section E describes acceptance for deliverables.

The following abbreviations are used in this schedule:

NLT: No Later Than

TOA: Task Order Award

TO: Task Order

PoP: Period of Performance

IAW: In Accordance With

All references to Days (unless specified otherwise): Calendar Days (CD)

If a deliverable date falls on a Government Holiday, or Weekend the due date shall be defaulted to the following Calendar Days.

MILESTONE/DELIVERABLE	PBSOW Reference	PLANNED COMPLETION DATE
Project Start (PS)	-----	At TOA
Project Kick-Off Meeting	C.4.1.1	NLT 15 CD after TOA
Transition-In Overview	C.4.1.1, C.4.2	Due at Project Kick-Off Meeting
Earned Value Management Plan	C.4.1.1 H.19	Due at Project Kick-Off Meeting

SECTION F – DELIVERABLES OR PERFORMANCE

MILESTONE/DELIVERABLE	PBSOW Reference	PLANNED COMPLETION DATE
Monthly Status Report	C.4.1.2	Monthly, by 15 th calendar day of the next month
Technical Status Meeting Minutes	C.4.1.4	Within 15 CD of the completion of the meeting
Program Management Plan (PMP) draft	C.4.1.5	Draft PMP Due at Project Kick-Off Meeting
Program Management Plan (PMP) Final	C.4.1.5	Final PMP within 2 weeks of Government Comments on draft
PMP Update	C.4.1.5.1	Annually
Quality Management Plan	C.4.1.5	As part of PMP submission
Trip Report	C.4.1.6, H.23.4	NLT 5 Calendar Days after Trip Completion (if requested)
Customer Feedback Surveys	C.4.1.7	In accordance with the PMP
Transition In Plan (Draft)	C.4.2.1	Within 45 CD after TOA
Transition In Plan (Final)	C.4.2.1	Within 90 CD after TOA
Integration and Testing Plan	C.4.2.1	Include with Transition-In Plan
Transition Out Plan	C.4.2.2	NLT 90 Calendar Days Prior to TO Expiration
Standards and Procedures Manual	C.4.3.3	In accordance with the PMP
Usage Statistics Reports	C.4.4.2	In accordance with the PMP
Disaster Recovery Plan	C.4.4.6.1	In accordance with the PMP
CCB Requests for Powering Down of Systems	C.4.4.9	In accordance with PMP
Priority List for Restoration of Servers	C.4.4.9	In accordance with PMP
Technical Design Plan(s)	C.4.5.3	In accordance with the PMP
Asset Management Remediation Plan	C.4.5.4	In accordance with the PMP
Availability Plan	C.4.5.8	In accordance with the PMP
Availability Management Policies and Procedures	C.4.5.8	In accordance with the PMP
Capacity Plan	C.4.5.9	In accordance with the PMP
Performance Report	C.4.5.10	In accordance with the PMP
Transition Plan for Migration	C.4.6.1	In accordance with the PMP
Enhanced Disaster/Business Recovery Plan	C.4.6.3	In accordance with the PMP

SECTION F – DELIVERABLES OR PERFORMANCE

F.6 PLACE(s) OF DELIVERY

Unclassified deliverables and correspondence shall be delivered to the Contracting Officer's Representative (COR) at the address below:

GSA FAS AAS FEDSIM
ATTN: COR Thomas Crowder
1800 F St, NW
Washington, DC 20405
Telephone: (703) 244-3838
Email: thomas.crowder@gsa.gov

Copies of all deliverables shall also be delivered to the FAS OCIO TPOC at the address below:

GSA FAS OCIO
ATTN: Rosemary Lanzano
1800 F St, NW
Washington, DC 20405
Telephone: (703) 605-9124
Email: rosemary.lanzano@gsa.gov

F.7 NOTICE REGARDING LATE DELIVERY/PROBLEM NOTIFICATION REPORT

The contractor shall notify the FEDSIM COR and FAS OCIO TPOC via a Problem Notification Report (PNR) (see Section J, Attachment B) as soon as it becomes apparent to the contractor, that a scheduled delivery will be late. The contractor shall include in the PNR the rationale for late delivery, the expected date for the delivery and the project impact of the late delivery. The FEDSIM COR will review the new schedule and provide guidance to the contractor. Such notification in no way limits any Government contractual rights or remedies including but not limited to termination.

SECTION G – CONTRACT ADMINISTRATION DATA

NOTE: The section numbers in this task order correspond to the section numbers in the Alliant Contract. Section G of the contractor's Alliant Contract is applicable to this task order and is hereby incorporated by reference. In addition, the following applies:

G.3.5 CONTRACTING OFFICER'S REPRESENTATIVE

The Contracting Officer will appoint a Contracting Officer's Representative (COR) in writing for the task order. The COR will receive, for the Government, all work called for by the task order and will represent the CO in the technical phases of the work. The COR will provide no supervisory or instructional assistance to contractor personnel.

The COR is not authorized to change any of the terms and conditions, scope, schedule, and price of the base Contract or the task order. Changes in the scope of work will be made only by the CO by properly executed modifications to the base Contract or the task order.

G.9.6 INVOICE SUBMISSION

The contractor shall submit Requests for Payments in accordance with the format contained in General Services Administration Acquisition Manual (GSAM) 552.232-25, PROMPT PAYMENT (NOV 2009), to be considered proper for payment. In addition, the following data elements shall be included on each invoice.

Task Order Number: GSQ0014AJ0142
Paying Number:
FEDSIM Project Number: 14066GSM
Project Title: Open Systems Hosting

The contractor shall certify with a signed and dated statement that the invoice is correct and proper for payment.

The contractor shall provide invoice backup data in accordance with the contract type, including detail such as labor categories, rates, and quantities of labor hours per labor category.

The contractor shall submit invoices as follows:

The contractor shall utilize FEDSIM's electronic Assisted Services Shared Information System (ASSIST) to submit invoices. The contractor shall submit invoices electronically by logging onto the following link (requires Internet Explorer to access the link):

<https://portal.fas.gsa.gov>

Select Vendor Support, log in using your assigned ID and password, then click on Create Invoice. The AASBS Help Desk should be contacted for support at 877-472-4877 (toll free) or by email at AASBS.helpdesk@gsa.gov. By utilizing this method, no paper copy of the invoice shall be submitted to GSA FEDSIM or the GSA Finance Center. However, the FEDSIM COR

SECTION G – CONTRACT ADMINISTRATION DATA

may require the contractor to submit a written “hardcopy” invoice with the client’s certification prior to invoice payment.

G.9.6.1 INVOICE REQUIREMENTS

The contractor shall submit a draft or advance copy of an invoice to the FAS OCIO TPOC and GSA COR for review prior to its submission to GSA Finance.

If the task order has different contract types, each should be addressed separately in the invoice submission.

The final invoice is desired to be submitted within six (6) months of task order completion.

G.9.6.1.1 FIRM FIXED PRICE (FFP) CLINs

The contractor may invoice as stated in Section B for the FFP CLINs. The invoice shall include the period of performance/deliverable or progress payment period covered by the invoice and the CLIN number and title. All costs shall be reported by CLIN element (as shown in Section B) and shall be provided for the current invoice and in total from project inception to date. The contractor shall provide the invoice data in spreadsheet form with the following detailed information. The listing shall include separate columns and totals for the current invoice period and the project to date.

- Firm Fixed Price (period of performance/deliverable or progress payment period – as stated in Section B)
- Cost incurred not billed

G.9.6.1.2 COST PLUS AWARD FEE (CPAF) CLINs (for LABOR)

The contractor may invoice monthly on the basis of cost incurred for the CPAF CLINs. The invoice shall include the period of performance covered by the invoice and the CLIN number and title. All hours and costs shall be reported by CLIN element (as shown in Section B), by contractor employee, and shall be provided for the current billing month and in total from project inception to date. The contractor shall provide the invoice data in spreadsheet form with the following detailed information. The listing shall include separate columns and totals for the current invoice period and the project to date.

- Employee name (current and past employees)
- Employee company labor category
- Employee Alliant labor category
- Monthly and total cumulative hours worked
- Billing rate
- Corresponding TO ceiling rate
- Cost incurred not billed
- Current approved forward pricing rate agreement in support of indirect costs billed

SECTION G – CONTRACT ADMINISTRATION DATA

All cost presentations provided by the contractor shall also include total Overhead Charges and General and Administrative Charges and shall also include the OH and G&A rate being applied.

The Government will promptly make payment of any award fee upon the submission, by the contractor to the FEDSIM Contracting Officer's Representative (COR), of a public voucher or invoice in the amount of the total fee earned for the period evaluated. Payment may be made without issuing a task order modification if funds have been obligated for the award fee amount. The contractor shall attach the AFDO/CO determination letter to the public voucher and/or invoice.

G.9.6.1.3 TOOLS AND OTHER DIRECT COSTS (ODCs)

The contractor may invoice monthly on the basis of cost incurred for the Tools and ODC CLINs. The invoice shall include the period of performance covered by the invoice and the CLIN number and title and IA number. In addition, the contractor shall provide the following detailed information for each invoice submitted, as applicable. Spreadsheet submissions are required.

- Tools and ODCs purchased
- Consent to Purchase number or identifier
- Date accepted by the Government
- Associated CLIN
- Project to date totals by CLIN
- Cost incurred not billed
- Remaining balance of the CLIN

All cost presentations provided by the contractor shall also include Overhead Charges, General and Administrative Charges and Fee.

G.9.6.1.4 TRAVEL

The contractor may invoice monthly on the basis of cost incurred for cost of travel comparable with the FTR. Long distance travel is defined as travel over 50 miles. The invoice shall include the period of performance covered by the invoice, the CLIN number and title, and the IA Account number. Separate worksheets, in MS Excel format, shall be submitted for travel.

CLIN/Task Total Travel: This invoice information shall identify all cumulative travel costs billed by CLIN/Task. The current invoice period's travel detail shall include separate columns and totals and include the following:

- Travel Authorization Request number or identifier
- Current invoice period
- Names of persons traveling
- Number of travel days
- Dates of travel
- Number of days per diem charged
- Per diem rate used

SECTION G – CONTRACT ADMINISTRATION DATA

- Total per diem charged
- Transportation costs
- Total charges

All cost presentations provided by the contractor shall also include Overhead Charges and General and Administrative Charges.

G.10 CONTRACT ADMINISTRATION

Contracting Officer:

Mr. John T. Terrell
GSA FAS AAS FEDSIM
1800 F St, NW
Washington, DC 20405
Telephone: (703) 605-2748
Fax: (703) 605-9088
Email: john.terrell@gsa.gov

Contracting Officer's Representative:

Thomas Crowder
GSA FAS AAS FEDSIM
1800 F St, NW
Washington, DC 20405
Phone : (703) 244-3838
Email: thomas.crowder@gsa.gov

Technical Point of Contact:

GSA FAS OCIO
ATTN: Rosemary Lanzano
1800 F St, NW
Washington, DC 20405
Telephone: (703) 605-9124
Email: rosemary.lanzano@gsa.gov

SECTION H – SPECIAL ORDER REQUIREMENTS

H.1 RESERVED

H.2 KEY PERSONNEL

The following are the minimum personnel who shall be designated as “Key.” The contractor shall propose appropriate labor categories contained within their Alliant contract to fill these positions. The proposed Project Manager shall be a current employee of the Prime Contractor. The Government does not intend to dictate the composition of the ideal team to perform this task order. Therefore, the Government encourages and will evaluate additional Key Personnel as proposed by the offeror.

- Project Manager: (b) (4)(b) (4)(b) (4)
- Data Center Transition Manager: (b) (4)(b) (4)(b) (4)(b) (4)
- Infrastructure Architect: (b) (4)(b) (4)(b) (4)(b) (4)(b) (4)
- UNIX (Solaris) System Engineer: (b) (4)(b) (4)
- Linux (RedHat®) System Engineer: (b) (4)(b) (4)
- Storage Area Network (SAN) Engineer: (b) (4)
- Backup Engineer: (b) (4)(b) (4)(b) (4)(b) (4)
- Service Delivery Manager (Deputy Project Manager): (b) (4)(b) (4)(b) (4)

The Government desires that Key Personnel be assigned for the duration of the task order.

The contractor designates the above listed Key Personnel, (b) (4)(b) (4) as a “Deputy” Project Manager, who shall have the organizational authority to commit contractor resources and make managerial decisions on behalf of the contractor. The Deputy Project Manager is not intended to be a full-time position, as the deputy duties will be secondary to the primary technical responsibilities of the Key Person designated.

H.2.1 PROJECT MANAGER

The contractor identifies the above listed as Project Manager (PM) to serve as the Government’s major point-of-contact and to provide overall leadership and guidance for all contractor personnel assigned to the task order. The PM is ultimately responsible for the quality and efficiency of the task order to include both technical issues and business processes. The PM shall have organizational authority to execute the requirements of the task order. The PM shall assign tasking to contractor personnel, supervise on-going technical efforts, and manage overall task order performance. This individual shall have the ultimate authority to commit the contractor’s organization and make decisions for the contractor’s organization in response to Government issues, concerns, or problems. This person shall be readily available to respond to Government questions, concerns, and comments, as well as be proactive in alerting the Government to potential contractual or programmatic issues.

It is required that the proposed PM have a PMP® Certification, and an ITIL® Foundation and/or Practitioner Certification, for either ITIL® v.2 or v.3, at time of proposal submission.

SECTION H – SPECIAL ORDER REQUIREMENTS

It is desirable that the proposed Project Manager have the following desirable qualifications:

- Demonstrated experience in the management and control of complex information technology infrastructure involving internet and multiple disparate network subsystems, that are in similar size and scope as described in this TOR;
- Demonstrated experience with the management, manpower utilization, and supervision of employees (including subcontractors) of various labor categories and skills in projects similar in size and scope as proposed for the TOR;
- Experience in a quality assurance environment that includes, at a minimum, knowledge of: customer satisfaction tracking; user complaint and monitoring programs; and quality control (QC) programs; and
- Demonstrated ability for oral and written communication with the highest levels of management including the ability to effectively communicate technical details.

H.2.2 DATA CENTER TRANSITION MANAGER

The contractor identifies the above listed as Data Center Transition Manager who will serve as the Government's main point of contact for all data center transition issues. The Data Center Transition Manager shall assist in planning and successfully implementing the FAS data center migration and ensure a seamless transition.

It is desirable that the proposed Data Center Transition Manager have the following desirable qualifications:

- Demonstrated experience in successfully planning, performing risk analyses, and documenting detailed transition plans for data center migrations;
- Demonstrated experience leading teams of various technical disciplines with the day-to-day activities to transition data centers;
- Demonstrated management experience coordinating transition activities and using automated tools and best practices to ensure a seamless data center transition; and
- Demonstrated ability for oral and written communication with the highest levels of management including the ability to effectively communicate technical details.

H.2.3 INFRASTRUCTURE ARCHITECT

The contractor identifies the above listed an Infrastructure Architect who will serve as the Government's main point of contact for FAS Infrastructure. The position demands deep expert knowledge in networking design and architecture, VMWare®, Solaris operating systems, Linux operating system, storage Area Networks, Virtual Tape Library (VTL), Tape Backup Units, Business Continuity and Disaster Recovery (BC/DR), and familiarity with Data Center Operations. The Infrastructure Architect shall be the focal point for e-commerce technology solutions and enterprise methodologies for data centers.

It is desirable that the proposed Infrastructure Architect have the following desirable qualifications:

SECTION H – SPECIAL ORDER REQUIREMENTS

- Demonstrated experience and advanced knowledge of Sun/Oracle Server technologies, including the M8000 and T Series level servers;
- Demonstrated experience and advanced knowledge of VMWare®, Netapp® and EMC® technologies;
- Demonstrated experience with Storage and Data Management technologies including EMC® CLARiiON design and management; and
- Demonstrated knowledge and experience with Windows and Linux server technologies;
- Demonstrated knowledge and experience with Backup technologies;
- Demonstrated knowledge and experience with Sun/Oracle® product technologies (Unix);
- Demonstrated knowledge and experience with internet networking technologies; and
- Demonstrated ability for oral and written communications and leading architectural teams.

H.2.4 (UNIX) SOLARIS SYSTEM ENGINEER

The contractor identifies the above mentioned as a (UNIX) Solaris System Engineer who will serve as the Government's main point of contact for (UNIX) Solaris engineering solutions. The (UNIX) Solaris System Engineer will lead technical teams and respond to ad-hoc problems in a timely manner to ensure that Sun product solutions perform for the FAS infrastructure.

It is desirable that the proposed (UNIX) Solaris System Engineer have the following desirable qualifications:

- Demonstrated knowledge of and experience with Apache web server technology;
- Demonstrated advanced knowledge of and experience with Sun/Oracle® Server Technologies including M8000 and T Series level servers;
- Demonstrated experience with Storage and Data Management technologies including EMC® CLARiiON design and management;
- Demonstrated knowledge and experience with Sun/Oracle® Product Technologies (UNIX);
- Demonstrated experience with internet networking technologies;
- Demonstrated experience leading teams and mentoring personnel in a Sun/Oracle server environment; and
- Demonstrated ability for oral and written communication with the highest levels of management including the ability to effectively communicate technical information to remote locations.

H.2.5 LINUX (RedHat©) SYSTEM ENGINEER

The contractor identifies the above mentioned as a Linux (RedHat©) System Engineer who will serve as the Government's main point of contact for Linux (RedHat©) engineering solutions. The Linux (RedHat©) System Engineer will lead technical teams and respond to ad-hoc problems in a timely manner to ensure that Linux product solutions perform for the FAS infrastructure.

SECTION H – SPECIAL ORDER REQUIREMENTS

It is desirable that the proposed Linux (RedHat©) System Engineer have the following desirable qualifications:

- Demonstrated experience and knowledge with VMware® and Apache® web server technology;
- Demonstrated experience and knowledge of Linux Server technologies;
- Demonstrated experience and knowledge of VMware® Server/Hypervisor technologies;
- Demonstrated experience and knowledge of Linux (RedHat©) Product technologies;
- Demonstrated experience with internet, network, and host security technologies;
- Demonstrated experience and knowledge of Windows Enterprise Server technologies;
- Demonstrated experience leading teams and mentoring personnel in a Linux server environment; and
- Demonstrated ability for oral and written communication with the highest levels of management including the ability to effectively communicate technical information to remote locations.

H.2.6 STORAGE AREA NETWORK ENGINEER

The contractor identifies the above mentioned as a SAN engineer, who will ensure proper SAN configuration and architecture for all SAN components, including, but not limited, too, the EMC Clarion, EMC Recover point, EMC Celerra, SAN switches, Netapp Storage array, PowerPath and system Host Bus Adapters (HBA),

It is desirable that the proposed SAN Engineer have the following desirable qualifications:

- Demonstrated experience and knowledge of EMC Storage and Netapp technologies;
- Demonstrated experience with RAID group configurations and optimizing performance of the SAN ;
- Demonstrated experience with EMC NAS technology and EMC RecoverPoint;
- Demonstrated experience with installation and configuration of multipathing software (i.e. PowerPath etc.)
- Demonstrated experience with configuring the SAN to operate with VMware;
- Demonstrated ability for oral and written communication with the highest levels of management including the ability to effectively communicate technical information to remote locations.

H.2.7 RESERVED

H.2.8 BACKUP ENGINEER

The contractor identifies the above mentioned as a Backup Engineer who will serve as the Government's main point of contact for infrastructure backup planning and execution. The

SECTION H – SPECIAL ORDER REQUIREMENTS

Backup Engineer will be responsible for VTL/D2D, tape, VMWare® Server/Hypervisor, Unix/Linux, and enterprise database backup.

It is desirable that the proposed Backup Engineer have the following desirable qualifications:

- Demonstrated experience with enterprise level Tape backup design and implementation;
- Demonstrated experience for enterprise level VTL/D2D backup design and implementation;
- Demonstrated experience with VMWare® Server/Hypervisor, and UNIX/Linux backup;
- Demonstrated experience with enterprise database backup, and Sunfire;
- Demonstrated experience with TCP/IP, Windows Enterprise Server, and network and host security technology; and
- Demonstrated ability for effective oral and written communication, and ad-hoc troubleshooting.

H.2.9 RESERVED

H.2.10 KEY PERSONNEL SUBSTITUTION

The contractor shall not replace any personnel designated as key personnel without the written concurrence of the CO. Prior to utilizing other than personnel specified in proposals in response to a TOR, the contractor shall notify the Government CO and the COR of the existing task order. This notification shall be no later than 10 days in advance of any proposed substitution and shall include justification (including resume(s) and labor category of proposed substitution(s)) in sufficient detail to permit evaluation of the impact on task order performance.

Substitute personnel qualifications shall be equal to, or greater than, those of the personnel being substituted. If the Government CO and the COR determine that the proposed substitute personnel is unacceptable, or that the reduction of effort would be so substantial as to impair the successful performance of the work under the task order, the contractor may be subject to default action as prescribed by FAR 52.249-6 Termination (Cost Reimbursement) or FAR 52.249-8, Default (Fixed-Price Supply and Service).

H.5 GOVERNMENT FURNISHED PROPERTY (GFP)

See the GFP in Attachment J, Section J. GFP shall be maintained in accordance with clauses as referenced in section I.2

H.5.1 GOVERNMENT FURNISHED INFORMATION (GFI)

GFI containing SOP currently in place will be provided via GSA Wiki access at TOA.

SECTION H – SPECIAL ORDER REQUIREMENTS

H.7 SECURITY REQUIREMENTS

The contractor shall comply with agency personal identity verification procedures identified in the TOR that implement Homeland Security Presidential Directive - 12 (HSPD-12), Office of Management and Budget (OMB) guidance M-05-24, and Federal Information Processing Standards Publication (FIPS PUB) Number 201.

The contractor shall insert this clause in all subcontracts when the subcontractor is required to have physical access to a Federal controlled facility or access to a Federal information system.

Background investigations are required for access to GSA information systems (including contractor operations that design, operate, test, maintain, and/or monitor GSA systems).

The Contractor shall comply with agency personal identity verification procedures identified in the contract that implement Homeland Security Presidential Directive - 12 (HSPD-12), Office of Management and Budget (OMB) guidance M-05-24, and Federal Information Processing Standards Publication (FIPS PUB) Number 201.

The Contractor shall insert this clause in all subcontracts when the subcontractor is required to have physical access to a Federally controlled facility or access to a Federal information system.

All individuals assigned to the task order must undergo a National Agency Check with Inquiries and Credit (NACIC) and follow GSA's Homeland Security Presidential Directive/HSPD-12 Policy Guidelines. No access shall be given to government computer information systems and government sensitive information without a background investigation.

No access will be given to Government computer information systems and Government sensitive information before the background investigation is completed.

Work on this project may require contractor personnel to have access to limited information to fully integrate financial, operational, procurement, and personnel data. The clearance is considered sensitive, but unclassified.

The task order requires the contractor to be responsible for properly protecting all information used, gathered, or developed as a result of work under this task order. In addition, the contractor is required to protect all government data, equipment, etc., by treating the information as sensitive.

The task order statement of work requires the contractor to ensure appropriate administrative, technical, and physical safeguards are established to ensure the security and confidentiality of this information, data, and/or equipment is properly protected.

SECTION H – SPECIAL ORDER REQUIREMENTS

The Government COR and CO retains the right to request removal of contractor personnel, regardless of prior clearance or education adjudication status, whose actions, while assigned to this task order clearly conflict with the interest of the Government.

H.7.1 NEW CONTRACTOR PERSONNEL

The Contractor shall notify FAS CIO Personnel and Security Administration when new employees have been approved to work on the contract. Before arriving at CIO, each Contractor employee must have submitted necessary clearance paperwork to Security. Contractor employees without clearances will be provided visitor badges.

H.7.2 DEPARTING CONTRACTOR PERSONNEL

The Contractor shall notify CIO Personnel and Security Administration when Contractor personnel will no longer be working on the contract. The Contractor must then turn in all badges, Government furnished equipment and deliverables, and provide an updated list of GFP.

H.7.3 PROCESSING OF BACKGROUND INVESTIGATION PACKAGES FOR CONTRACTORS

Step One: Submit the following items to GSA/FAS/QA, Attn: Sandra Bowman/Robert Stanley, 2200 Crystal Drive, Suite 506, Arlington, VA 22202.

- Contractor Worksheet (Complete sections I, II, III and V. Do not complete other sections). The contract employee's e-mail address must be accurate.
- FD 258, Fingerprint Cards (2)

Step Two: This office will review and forward the security package to DHS/FPS for further processing.

Step Three: DHS/FPS will initiate the subject in e-QIP and contact the contract employee via e-mail with instructions to complete the security questionnaire (SF 85P) in the Office of Personnel Management (OPM) automated Electronic Questionnaire for Investigation Processing (e-QIP). The contract employee will have 3 work days to log onto the OPM portal to complete the process. The contract employee should be instructed to save all work in case they have to exit and return prior to completing the questionnaire. The contractor security office should follow-up with the employee to ensure the eQIP form is returned to FPS in a timely manner.

Step Four: Extensions: Email DHS/FPS with the reason and how many additional days are needed. Include this office as an information addressee.

Step Five: When the subject completes the e-QIP form, he/she should remember to print out all signature pages (CER, REL, MEL) prior to electronically releasing the e-QIP form to DHS/FPS.

- Certification Page (CER): Certification that the application is complete.
- General Release (REL): Authorization for Release of Information.

SECTION H – SPECIAL ORDER REQUIREMENTS

- Authorization for Release of Medical (MEL) Information: If required.

Step Six: Release the security questionnaire electronically to DHS/FPS. The subject should send the signed signature pages to FPS HQ, CSA Section, 1900 Half Street, SW., Fifth Floor, Washington DC 20536.

H.9 ORGANIZATIONAL CONFLICT OF INTEREST AND NON-DISCLOSURE REQUIREMENTS

H.9.1 ORGANIZATIONAL CONFLICT OF INTEREST

If the contractor is currently providing support or anticipates providing support to the GSA FAS OCIO that creates or represents an actual or potential organizational conflict of interest (OCI), the contractor shall immediately disclose this actual or potential OCI in accordance with FAR Subpart 9.5. The contractor is also required to complete and sign an Organizational Conflict of Interest Statement in which the contractor (and any Subcontractors, consultants or teaming partners) agrees to disclose information concerning the actual or potential conflict with any proposal for any solicitation relating to any work in the task order. All actual or potential OCI situations shall be identified and addressed in accordance with FAR Subpart 9.5.

H.9.2 NON DISCLOSURE REQUIREMENTS

If this task order requires the contractor to act on behalf of, or provide advice with respect to any phase of an agency procurement, as defined in FAR 3.104-4, then the contractor shall ensure that all its personnel (to include Subcontractors, teaming partners, and consultants) who will be personally and substantially involved in the performance of the task order:

- execute and submit a Non-Disclosure Agreement (see attachment list in Section J) prior to the commencement of any work on the task order and
- are instructed in the FAR 3.104 requirements for disclosure, protection, and marking of contractor bid or proposal information, or source selection information.

All proposed replacement contractor personnel also must submit a Non-Disclosure agreement and be instructed in the requirements of FAR 3.104. Any information provided by contractors in the performance of this task order or obtained by the Government is only to be used in the performance of the task order. The contractor shall put in place appropriate procedures for the protection of such information and shall be liable to the Government for any misuse or unauthorized disclosure of such information by its personnel, as defined above.

H.18 CONTRACTOR'S PURCHASING SYSTEMS

The objective of a contractor purchasing system assessment is to evaluate the efficiency and effectiveness with which the contractor spends Government funds and complies with Government policy with subcontracting.

Prior to the award of a task order the Contracting Officer will verify the validity of the contractor's purchasing system. Thereafter, the contractor is required to certify to the Contracting Officer no later than 30 days prior to the exercise of any options the validity of their

SECTION H – SPECIAL ORDER REQUIREMENTS

purchasing system. Additionally, if reviews are conducted of the purchasing system after the exercise of the option, the contractor shall provide the results of the review to the Contracting Officer within 2 weeks from the date the results are known to the contractor.

H.19 EARNED VALUE MANAGEMENT

Earned Value Management (EVM) will be one of the criteria in award fee determination.

The contractor shall employ EVM in the management of this Task Order in accordance with the American National Standards Institute (ANSI)/Electronic Industries Alliance (EIA) Standard-748-A-1998, *Earned Value Management Systems*. A copy of the standard is available from Global Engineering Documents (1-800-854-7179). The Government expects the contractor to employ innovation in its proposed application of EVM techniques to this task order in accordance with best industry practices. The following EVM status information shall be included in each Monthly Status Report:

The contractor shall employ EVM in the management of projects which exceed \$250,000 in value or high priority projects as requested by the COR at project initiation.during the implementation of this Task Order in accordance with the American National Standards Institute (ANSI)/Electronic Industries Alliance (EIA) Standard-748-A-1998, *Earned Value Management Systems*. A copy of the standard is available from Global Engineering Documents (1-800-854-7179). The Government expects the contractor to employ innovation in its proposed application of EVM techniques to this task order in accordance with best industry practices. The following EVM status information shall be included in each Monthly Status Report:

- Planned Value (PV)
- Earned Value (EV)
- Actual Cost (AC)
- A cost curve or graph plotting PV, EV, and AC on a monthly basis from inception of the Task Order through the last report, and plotting the AC curve to the estimated cost at completion (EAC) value
- An EVM variance analysis that includes the following:
 - Cost variance = (EV - AC)
 - Cost Variance % = (CV/PV X 100%)
 - Cost Performance Index (CPI) = (EV/AC)
 - Schedule Variance = (EV minus PV)
 - Schedule Variance % = (SV/PV X 100%)
 - Schedule Performance Index (SPI) = (EV/PV)
 - Estimate at Completion (EAC)
- Explain all variances greater than 10%.
- Explain, based on work accomplished as of the date of the report, whether the performance goals will be achieved
- Discuss the corrective actions that will be taken to correct the variances, the risk associated with the actions.

SECTION H – SPECIAL ORDER REQUIREMENTS

H.23 TRAVEL

H.23.1 TRAVEL REGULATIONS

Contractor costs for travel will be reimbursed at the limits set in the following regulations (see FAR 31.205-46):

(1) Federal Travel Regulations (FTR) - prescribed by the General Services Administration, for travel in the contiguous United States.w

H.23.2 TRAVEL AUTHORIZATION REQUESTS

Before undertaking travel to any Government site or any other site in performance of this task order, the contractor shall have this travel approved by, and coordinated with, the FEDSIM COR and FAS OCIO TPOC. Notification shall include, at a minimum, the number of persons in the party, traveler name, destination, duration of stay, purpose, and estimated cost. Prior to any long distance travel, the contractor shall prepare a **Travel Authorization Request** for Government review and approval. Long distance travel will be reimbursed for cost of travel comparable with the Federal Travel Regulations (FTR).

Requests for travel approval shall:

- Be prepared in a legible manner;
- Include a description of the travel proposed including a statement as to purpose;
- Be summarized by traveler;
- Identify the task order number;
- Identify the CLIN and Interagency Agreement account associated with the travel;
- Be submitted in advance of the travel with sufficient time to permit review and approval.

The contractor shall use only the minimum number of travelers and rental cars needed to accomplish the task(s). Travel shall be scheduled during normal duty hours whenever possible.

H.23.4 TRIP REPORTS

The Government will identify the need for a Trip Report (if required) when the request for travel is submitted. The contractor shall keep a summary of all long-distance travel, to include, at a minimum, the name of the employee, location of travel, purpose, duration of trip, and POC at the travel location.

H.24 TOOLS

SECTION H – SPECIAL ORDER REQUIREMENTS

The Government may require the contractor to purchase hardware, software, maintenance agreements, and related supplies critical and related to the services being acquired under the TO including but not limited to the items detailed see Section J, Attachment K, Hardware/Software Maintenance Roster. Such requirements will be identified at the time a TOR is issued or may be identified during the course of a TO, by the Government or the contractor. If the contractor initiates a purchase within the scope of this TO and the prime contractor has an approved purchasing system, the contractor shall submit to the FEDSIM COR a Request to Initiate Purchase (RIP). If the prime contractor does not have an approved purchasing system, the contractor shall submit to the CO a Consent to Purchase (CTP) request. The RIP and CTP shall include the purpose, specific items, estimated cost, cost comparison, and rationale. The contractor shall not make any purchases without an approved RIP from the COR or an approved CTP from the CO.

H.25 TRANSFER OF HARDWARE/SOFTWARE MAINTENANCE AGREEMENTS

If the contractor acquires hardware/software maintenance support, all licenses, maintenance agreements, and/or contractual rights to receive title shall be turned over to the Government upon completion of the task order. Software licenses must meet the requirements stipulated in section H.30.

The Government's liability to reimburse the contractor for costs incurred from the acquisition of hardware/software maintenance support SHALL BE LIMITED to costs incurred during the period of the order for which the Government received the hardware/software maintenance support acquired by the contractor on a cost reimbursable, fee basis.

H.26 AWARD FEE

See Award Fee Determination Plan Section J, Attachment H.

H.26.1 ESTABLISHMENT AND DETERMINATION OF AWARD FEE

The award fee dollar pool will be established on execution of the task order. The Government reserves the right to adjust these amounts to reflect any change in the Estimated Cost during the base period and for each of the four, one-year option periods. The amount of Award Fee that can be earned cannot exceed (b) (4) of the estimated labor cost established for each CPAF CLIN.

The Government will, at the conclusion of each specified evaluation period(s), evaluate the contractor's performance for a determination of award fee earned. The contractor agrees that the determination as to the amount of the award fee earned will be made by the Government Award Fee Determining Official (AFDO) and such determination is binding on both parties and shall not be subject to the "Disputes" clause or to any board or court.

SECTION H – SPECIAL ORDER REQUIREMENTS

The evaluation of contractor performance will be in accordance with the Award Fee Determination Plan (AFDP) (see Section H.26.3 below). The Government will promptly advise the contractor in writing of the determination and reasons why the award fee was not earned. The contractor may submit a self-evaluation of performance for each period under consideration. While it is recognized that the basis for the determination of the fee will be the evaluation by the Government, any self-evaluation which is received within ten (10) days after the end of the period being evaluated may be given consideration as deemed appropriate by the AFEB. Any cost associated with the development and presentation of a self-evaluation will not be allowed as a direct cost to this task order.

H.26.2 AWARD FEE DETERMINATION PLAN (AFDP)

An Award Fee Determination Plan (AFDP) is provided in Section J, Attachment H. The AFDP is based on the objectives provided in Tasks 4, 5, and 6 of the TOR. The AFDP will include the criteria used to evaluate each area and the percentage of award fee available for each area.

The AFDP may be revised unilaterally by the Government at any time during the period of performance. The Government will make every attempt to provide changes to the contractor fifteen (15) days prior to the start of the evaluation period to which the change will apply. The AFDP may be reevaluated each evaluation period, with input from the contractor.

The Government may, at its option, unilaterally revise the plan to include information obtained from the re-evaluation to be applied in future award fee periods.

H.26.3 DISTRIBUTION OF AWARD FEE

Award Fee will be distributed in accordance with the AFDO determination and the AFDP (See Section J, Attachment H).

If the Government initiates any action that impacts the contractual scope of work and/or schedule pursuant to the “changes” clause or other pertinent provisions of the task order, the maximum award fee available for payment for any evaluation periods impacted will be modified as negotiated between the parties.

H.27 TRANSITION IN

The contractor shall ensure that there will be minimum service disruption to vital Government business and no service degradation during and after the transition in period. The contractor shall propose a Transition Approach with their proposal submission.

Transition acceptance shall be met when all identified FAS systems in this TOR are transitioned and operational with an interim ATO (Authority to Operate).

SECTION H – SPECIAL ORDER REQUIREMENTS

H.28 TRANSITION OUT

The Transition Out Plan shall facilitate the accomplishment of a seamless transition from the incumbent to an incoming contractor /government personnel at the expiration of the task order. The contractor shall provide a Transition Out Plan NLT ninety (90) days prior to expiration of the task order. The contractor shall identify how it will coordinate with the incoming and or Government personnel to transfer knowledge regarding the following:

- Project management processes;
- Points of contact;
- Location of technical and project management documentation;
- Status of ongoing technical initiatives;
- Appropriate contractor to contractor coordination to ensure a seamless transition;
- Transition of Key Personnel responsibilities;
- Identify schedules and milestones;
- Identify actions required of the Government;

The contractor shall deliver all artifacts and material created as part of this task order in a format mutually agreed upon with the Government.

Establish and maintain effective communication with the incoming contractor/Government personnel for the period of the transition via weekly status meetings.

H.30 INTELLECTUAL PROPERTY RIGHTS

If the offeror proposes to provide any commercial computer software ("Commercial Software") under this task order, including without limitation software referred to under section H.25, the offeror shall ensure that any software license agreement ("License Agreement") associated with such Commercial Software and intended to bind the Government complies with the FAR clause at 12.212(a), which provides, in relevant part, that commercial computer software and documentation shall be acquired under licenses customarily provided to the public "to the extent such licenses are consistent with Federal law." The most common examples of areas of non-compliance are set forth in the table below, which is provided for information purposes only and does not constitute an exhaustive list.

The requirement to propose compliant License Agreements shall apply regardless of whether the original rights holder to the Commercial Software ("Licensor") is the offeror, its subcontractor, or a third party, in the case of third-party software embedded or provided with the Commercial Software. Further, this requirement shall apply regardless of the format or title of the License Agreement, i.e., whether entitled "Software License Agreement," "End User License Agreement," "Terms of Service," or otherwise and whether presented in hard copy or in a clickwrap or other electronic format. For the avoidance of doubt, this may require the offeror to negotiate with its Licensors and to obtain a revised version of the License Agreement.

SECTION H – SPECIAL ORDER REQUIREMENTS

Commercial Terms*	Legal Restriction	Action**
Contract formation and modification	Under FAR 1.601(a), in an acquisition involving the use of appropriated funds, an agreement binding on the Government may only be entered into by a duly warranted contracting officer in writing. Under FAR 43.102, the same requirement applies to contract modifications affecting the rights of the parties.	Any provisions purporting to form a contract binding on the US Government by any other means (e.g., use, download, click through terms, etc.) must be deleted. The same applies to provisions allowing for License Agreement terms to be changed unilaterally by the Licensor.
Patent or other type of intellectual property Indemnity – sellers of products or services often provide that in the event of claim or litigation alleging infringement of patent rights asserted by some third party that the seller will indemnify the buyer, provided that the buyer provide notice of the claim or litigation, and that the seller assume control of the litigation and any proposed settlement.	Under the authority of 28 U.S.C. § 516, only the Attorney General, acting by and through the attorneys of the US Department of Justice, may represent the US Government in litigation.	The patent or other type of intellectual property indemnity clause remains in effect, but any undertaking to "defend" the Government or any requirement that the seller control litigation and/or any proposed settlement is to be deleted.
General Indemnity – sellers of products or services provide that in the event of any litigation arising from the buyers use of the product or service that buyer will indemnify seller's litigation costs and damages (if any).	Agreements to pay the attorney fees of a private party require a statutory waiver of sovereign immunity. Agreements to pay some indeterminate amount of money in the future violate the restrictions of the Anti-Deficiency Act, 31 U.S.C. § 1341(a)(1) and the Adequacy of Appropriations Act, 41 U.S.C. §6301.	General Indemnity clauses must be removed from the License Agreement.

SECTION H – SPECIAL ORDER REQUIREMENTS

<p>Arbitration of disputes – sellers of products or services provide that any disputes with buyer must be resolved through binding arbitration without recourse to litigation in state or federal courts.</p>	<p>Federal Agencies are not allowed to use binding arbitration unless the head of the agency has promulgated guidance through administrative rulemaking on the use of binding arbitration. <i>See</i> 5 U.S.C. § 575. At the time of this Solicitation release, GSA has not done so.</p>	<p>Binding Arbitration clauses must be removed from the License Agreement.</p>
<p>Venue, Jurisdiction and Choice of Law – sellers of products or services provide that jurisdiction of any dispute will be in a particular state, federal or foreign court or that particular state or foreign law will govern.</p>	<p>Litigation where the US Government is a defendant must be heard either in US District Court (28 U.S.C. § 1346) or the US Court of Federal Claims (28 U.S.C. §1491). The US Government, as the sovereign, does not contract under state or foreign law. Depending on the subject matter of the dispute, the Contract Disputes Act or other applicable law will govern.</p>	<p>Clauses claiming that disputes will only be heard in state court will be revised to allow disputes in Federal court. Choice of law clauses must be deleted.</p>
<p>Equitable Remedies – sellers of products or services provide that in the event of a dispute concerning patent or copyright infringement that the end user agree that an injunction is appropriate.</p>	<p>The only remedy provided for copyright or patent infringement against the US Government is monetary damages. <i>See</i> 28 U.S.C. § 1498.</p>	<p>Equitable remedy clauses must be removed.</p>
<p>Negative Options/ Automatic Renewals – sellers of products or services provide that option periods will automatically be exercised, or license or maintenance periods will automatically renew, unless affirmative action is taken by the buyer to not exercise the option or not renew the license/ maintenance period.</p>	<p>Agreements to pay money in advance of appropriations violate the restrictions of the Anti-Deficiency Act, 31 U.S.C. § 1341(a)(1) and the Adequacy of Appropriations Act, 41 U.S.C. §6301.</p>	<p>Negative option/ automatic renewal clauses must be removed.</p>

SECTION H – SPECIAL ORDER REQUIREMENTS

Limitation of Liability	Various (see next column)	Limitation of liability clauses may be included in accordance with the contractor's standard commercial practices, except that such clauses may not operate to impair or prejudice the U.S. Government's right (a) to recover for fraud or crimes arising out of or relating to this task order under any Federal fraud statute, including without limitation the False Claims Act (31 U.S.C. §§3729 through 3733), (b) to express remedies provided under any FAR, GSAR or master Alliant contract clauses incorporated into this task order, including without limitation the GSAR 552.215-72 Price Adjustment – Failure to Provide Accurate Information (August 1997)) or GSAR 552.238-75 Price Reductions (May 2004) Alternate I (May 2003), if applicable, or (c) under any clause in this task order that provides the Government with rights or remedies, such as indemnification, for intellectual property infringement.
Integration/Order of Precedence Clauses		Any provisions purporting to invalidate or supersede the terms of the Government contract resulting from this Solicitation, and/or of a Government-issued order (such provisions are frequently found in "entire

SECTION H – SPECIAL ORDER REQUIREMENTS

		agreement" clauses) must be removed from the License Agreement.
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* The following standard commercial terms are deemed non-compliant within the meaning of this clause

** The License Agreement will be deemed compliant when the action specified in this column is successfully implemented

SECTION I – CONTRACT CLAUSES

NOTE: The section numbers in this Task Order correspond to the section numbers in the Alliant Contract. Section I of the contractor's Alliant Contract is applicable to this Task Order and is hereby incorporated by reference. In addition, the following applies:

I.2 FEDERAL ACQUISITION REGULATION (48 CFR CHAPTER 1) SOLICITATION CLAUSES

This task order incorporates one more clauses by reference with the same force and effect as if they were given in full text. Upon request the Contracting Officer will make their full text available. Also, the full text of a provision may be accessed electronically at these addresses:

FAR website: <https://www.acquisition.gov/far/>

<u>CLAUSE NO</u>	<u>CLAUSE TITLE</u>	<u>DATE</u>
52.204-10	Reporting Executive Compensation and First Tier Subcontract Awards	Jul 2010
52.215-21	Requirements for Cost or Pricing Data or Information Other than Cost or Pricing Data - Modifications	Oct 1997
52.217-5	Evaluation of options	Jul 1990
52.217-8	Option to Extend Services Fill-In Date: 10 days	Nov 1999
52.217-9	Option to Extend the Term of the Contract Fill-In Date: 30 days Fill-In Date: 30 days Fill-In Date: Five years and four months	Mar 2000
52.227-14	Rights in Data – General Alternate II and III	Dec 2007
52.227-15	Representation of Limited Rights Data and Restricted Computer Software	Dec 2007
52.228-5	Insurance-Work on a Government Installation	Jan 1997
52.234-4	Earned value management system	Jul 2006
52.242-15	Stop-work order – Alternate I	Apr 1984
52.246-2	Inspection of supplies – Fixed Price	Aug 1996
52.246-3	Inspection of supplies – Cost reimbursement	May 2001
52.246-4	Inspection of services – Fixed Price	Aug 1996
52.246-5	Inspection of services – Cost reimbursement	Apr 1984
52.246-15	Certificate of Conformance	Apr 1984
52.246-16	Responsibility for Supplies	Apr 1984
52.251-1	Government Supply Sources	Aug 2010

SECTION I – CONTRACT CLAUSES

I.3 GENERAL SERVICES ADMINISTRATION ACQUISITION MANUAL (GSAM), CLAUSES INCORPORATED BY REFERENCE

GSAM website: <https://www.acquisition.gov/gsam/gsam.html>

<u>CLAUSE NO</u>	<u>CLAUSE TITLE</u>	<u>DATE</u>
552.232-25	Prompt Payment Clause	Nov 2009
552.228-5	Government as Additional Insured	May 2009

SECTION J – LIST OF ATTACHMENTS

J.1 LIST OF ATTACHMENTS

Attachment A	Monthly Status Report
Attachment B	Problem Notification Report
Attachment C	Incremental Funding Table
Attachment D	REMOVED
Attachment E	REMOVED
Attachment F	Employee/Contractor Non-Disclosure Agreement
Attachment G	REMOVED
Attachment H	Award Fee Determination Plan (electronically attached)
Attachment I	Facilities Requirements
Attachment J	Government Furnished Property (GFP)
Attachment K	Hardware/Software Maintenance Roster
Attachment L	Network Environment
Attachment M	GSA FAS Core Applications
Attachment N	GSA FAS Support Applications
Attachment O	Storage Environment
Attachment P	Web Environment
Attachment Q	GSA Policies Standards and Regulations
Attachment R	Disaster Recovery System Prioritization
Attachment S	Required Performance Metrics

SECTION J – LIST OF ATTACHMENTS

ATTACHMENT A

MONTHLY STATUS REPORT FOR (MONTH AND YEAR)

Contractor Name:
Contract and Task Order Number:
Prepared by:
Reporting Period:
Page 1 of __

Monthly Status Report

Work Planned for the Month

Work Completed During the Month

Work Not Completed During the Month

Work Planned for Next Month

Contract Meetings

Indicate the meeting date, meeting subject, persons in attendance and duration of the meeting.

Deliverable Status

Issues/Questions/Recommendations

Risks

Indicate potential risks, their probability, impact, and proposed mitigation strategy.

Funds Expended (CPAF, and Travel, Tools, and ODC CLINs only)

Accumulated invoiced cost for each CLIN up to the month being reported. Graphically present contract ceiling, funding and costs incurred to date by CLIN and total.

SECTION J – LIST OF ATTACHMENTS

ATTACHMENT B

PROBLEM NOTIFICATION REPORT

TASK ORDER NUMBER: _____ DATE: _____

1. Nature and sources of problem:
2. COR was verbally notified on: (date) _____
3. Is action required by the Government? Yes _____ No _____
4. If YES, describe Government action required and date required:
5. Will problem impact delivery schedule? Yes _____ No _____
6. If YES, identify what deliverables will be affected and extent of delay:
7. Can required delivery be brought back on schedule? Yes _____ No _____
8. Describe corrective action needed to resolve problems:
9. When will corrective action be completed?
10. Are increased costs anticipated? Yes _____ No _____
11. Identify amount of increased costs anticipated, their nature, and define Government responsibility for problems and costs:

SECTION J – LIST OF ATTACHMENTS

ATTACHMENT C

Electronically Attached

SECTION J – LIST OF ATTACHMENTS

ATTACHMENT D – KEY PERSONNEL QUALIFICATIONS MATRIX

REMOVED FROM TASK ORDER AT TIME OF AWARD

SECTION J – LIST OF ATTACHMENTS

ATTACHMENT E

REMOVED FROM TASK ORDER AT TIME OF AWARD

SECTION J – LIST OF ATTACHMENTS

ATTACHMENT F
NON-DISCLOSURE AGREEMENT
BETWEEN
U.S. GENERAL SERVICES ADMINISTRATION (GSA)
FEDERAL SYSTEMS INTEGRATION AND MANAGEMENT CENTER (FEDSIM)
AND
[CONTRACTOR]

This agreement, made and entered into this _____ day of _____, 2010 (the “Effective Date”), is by and between GSA and [CONTRACTOR].

WHEREAS, [CONTRACTOR] and GSA FEDSIM have entered into [Contract No.], Task Order No. [INSERT] for services supporting the [CLIENT AGENCY AND PROGRAM/PROJECT NAME];

WHEREAS, [CONTRACTOR] is providing [DESCRIPTION, e.g., consulting/professional IT, engineering] services under the Task Order;

WHEREAS, the services required to support [PROGRAM/PROJECT NAME] involve certain information which the Government considers to be "Confidential Information" as defined herein;

WHEREAS, [CONTRACTOR] GSA desires to have [CONTRACTOR]’s support to accomplish the Task Order services and, therefore, must grant access to the Confidential Information;

WHEREAS, [CONTRACTOR] through its work at a Government site may have access to Government systems or encounter information unrelated to performance of the Task Order which also is considered to be Confidential Information as defined herein;

WHEREAS, GSA on behalf of [CLIENT AGENCY] desires to protect the confidentiality and use of such Confidential Information;

NOW, THEREFORE, for and in consideration of the mutual promises contained herein, the parties agree as follows:

- 1. Definitions.** “Confidential Information” shall mean any of the following: (1) "contractor bid or proposal information" and "source selection information" as those terms are defined in 41 U.S.C. § 2101; (2) the trade secrets or proprietary information of other companies; (3) other information, whether owned or developed by the Government, that has not been previously made available to the public, such as the requirements, funding or budgeting data of the Government; and *for contracts/orders providing acquisition assistance*, this term specifically includes (4) past performance information, actual/proposed costs, overhead rates, profit, award fee determinations, contractor employee data of offerors/contractors, methods or procedures used to evaluate performance, assessments, ratings or deliberations developed in an evaluation process, the substance of any discussions or deliberations in an evaluation

SECTION J – LIST OF ATTACHMENTS

process, and any recommendations or decisions of the Government unless and until such decisions are publicly announced. This term is limited to unclassified information.

2. **Limitations on Disclosure.** [CONTRACTOR] agrees (and the [CONTRACTOR] Task Order personnel must agree by separate written agreement with [CONTRACTOR]) not to distribute, disclose or disseminate Confidential Information to anyone beyond the personnel identified in the [ATTACHED LIST], unless authorized in advance by the GSA Contracting Officer in writing. The Contracting Officer and [CLIENT POC] will review the List to ensure it includes only those individuals to be allowed access to the information. The list, which may be updated from time to time, is approved when signed by the GSA Contracting Officer and [CLIENT POC].
3. **Agreements with Employees and Subcontractors.** [CONTRACTOR] will require its employees and any subcontractors or subcontractor employees performing services for this Task Order to sign non-disclosure agreements obligating each employee/subcontractor employee to comply with the terms of this agreement. [CONTRACTOR] shall maintain copies of each agreement on file and furnish them to the Government upon request.
4. **Statutory Restrictions Relating to Procurement Information.** [CONTRACTOR] acknowledges that certain Confidential Information may be subject to restrictions in Section 27 of the Office of Federal Procurement Policy Act (41 U.S.C. § 2101 et seq.), as amended, and disclosures may result in criminal, civil, and/or administrative penalties. In addition, [CONTRACTOR] acknowledges that 18 U.S.C. § 1905, a criminal statute, bars an employee of a private sector organization from divulging certain confidential business information unless authorized by law.
5. **Limitations on Use of Confidential Information.** [CONTRACTOR] may obtain Confidential Information through performance of the Task Order orally or in writing. These disclosures or this access to information is being made upon the basis of the confidential relationship between the parties and, unless specifically authorized in accordance with this agreement, [CONTRACTOR] will:
 - a) Use such Confidential Information for the sole purpose of performing the [PROGRAM/PROJECT] support requirements detailed in the Task Order and for no other purpose;
 - b) Not make any copies of Confidential Information, in whole or in part;
 - c) Promptly notify GSA in writing of any unauthorized misappropriation, disclosure, or use by any person of the Confidential Information which may come to its attention and take all steps reasonably necessary to limit, stop or otherwise remedy such misappropriation, disclosure, or use caused or permitted by a [CONTRACTOR] employee.
6. **Duties Respecting Third Parties.** If [CONTRACTOR] will have access to the proprietary information of other companies in performing Task Order support services for the Government, [CONTRACTOR] shall enter into agreements with the other companies to protect their information from unauthorized use or disclosure for as long as it remains proprietary and refrain from using the information for any purpose other than that for which it was furnished. [CONTRACTOR] agrees to maintain copies of these third party

SECTION J – LIST OF ATTACHMENTS

agreements and furnish them to the Government upon request in accordance with 48 C.F.R. § 9.505-4(b).

7. **Notice Concerning Organizational Conflicts of Interest.** [CONTRACTOR] agrees that distribution, disclosure or dissemination of Confidential Information (whether authorized or unauthorized) within its corporate organization or affiliates, may lead to disqualification from participation in future Government procurements under the organizational conflict of interest rules of 48 C.F.R. § 9.5.
8. **Entire Agreement.** This Agreement constitutes the entire agreement between the parties and supersedes any prior or contemporaneous oral or written representations with regard to protection of Confidential Information in performance of the subject Task Order. This Agreement may not be modified except in writing signed by both parties.
9. **Governing Law.** The laws of the United States shall govern this agreement.
10. **Severability.** If any provision of this Agreement is invalid or unenforceable under the applicable law, the remaining provisions shall remain in effect.

In accordance with Public Law No. 108-447, Consolidated Act, 2005, the following is applicable:

These restrictions are consistent with and do not supersede, conflict with, or otherwise alter the employee obligations, rights, or liabilities created by Executive Order No. 12958; section 7211 of title 5, United States Code (governing disclosures to Congress); section 1034 of title 10, United States Code, as amended by the Military Whistleblower Protection Act (governing disclosure to Congress by members of the military); section 2302(b)(8) of title 5, United States Code, as amended by the Whistleblower Protection Act (governing disclosures of illegality, waste, fraud, abuse or public health or safety threats); the Intelligence Identities Protection Act of 1982 (50 U.S.C. 421 et seq.) (governing disclosures that could expose confidential Government agents); and the statutes which protect against disclosure that may compromise the national security, including sections 641, 793, 794, 798, and 952 of title 18, United States Code, and section 4(b) of the Subversive Activities Act of 1950 (50 U.S.C. 783(b)). The definitions, requirements, obligations, rights, sanctions, and liabilities created by said Executive order and listed statutes are incorporated into this agreement and are controlling.

11. **Beneficiaries.** If information owned by an individual or entity not a party to this agreement is disclosed or misappropriated by [CONTRACTOR] in breach of this agreement, such information owner is a third party beneficiary of this agreement. However, nothing herein shall create an independent right of action against the U.S. Government by any third party.

IN WITNESS WHEREOF, GSA and [CONTRACTOR] have caused the Agreement to be executed as of the day and year first written above.

SECTION J – LIST OF ATTACHMENTS

UNITED STATES GENERAL SERVICES ADMINISTRATION

Name

Date

Title

[CONTRACTOR]

Name

Date

Title

SECTION J – LIST OF ATTACHMENTS

ATTACHMENT G

REMOVED FROM TASK ORDER AT TIME OF AWARD

SECTION J – LIST OF ATTACHMENTS

ATTACHMENT H

AWARD FEE DETERMINATION PLAN

(Provided as a Separate Attachment)

SECTION J – LIST OF ATTACHMENTS

ATTACHMENT I

Facilities Requirements

(Provided as a Separate Attachment)

SECTION J – LIST OF ATTACHMENTS

ATTACHMENT J

Government Furnished Property (GFP)

(Provided as a Separate Attachment)

SECTION J – LIST OF ATTACHMENTS

ATTACHMENT K

Hardware/Software Maintenance Roster

(Provided as a Separate Attachment)

SECTION J – LIST OF ATTACHMENTS

ATTACHMENT L

Network Environment

(Provided as a Separate Attachment)

SECTION J – LIST OF ATTACHMENTS

ATTACHMENT M

GSA FAS Core Applications

(Provided as a Separate Attachment)

SECTION J – LIST OF ATTACHMENTS

ATTACHMENT N

GSA FAS Support Applications

(Provided as a Separate Attachment)

SECTION J – LIST OF ATTACHMENTS

ATTACHMENT O

Storage Environment

(Provided as a Separate Attachment)

SECTION J – LIST OF ATTACHMENTS

ATTACHMENT P

Web Environment

(Provided as a Separate Attachment)

SECTION J – LIST OF ATTACHMENTS

ATTACHMENT Q

GSA Policies Standards and Regulations

(Provided as a Separate Attachment)

SECTION J – LIST OF ATTACHMENTS

ATTACHMENT R

Disaster Recovery Systems Prioritization

(Provided as a Separate Attachment)

SECTION J – LIST OF ATTACHMENTS

ATTACHMENT S

REQUIRED PERFORMANCE METRICS

(Provided as Separate Attachments)

END OF TASK ORDER